How can a customer make a booking? What options do we provide to customers to make a booking?

VERY IMPORTANT ALL SALES & EVENTS STAFF: Â

AT NO STAGE SHOULD A BOOKING BE MADE BY EMAIL. Â
IT IS NOT PROFESSIONAL, NOT COMPANY POLICY AND IT MEANS YOU ARE NOT PROVIDING A REAL CUSTOMER EXPERIENCE FOR THE CUSTOMER. Â

By not calling them, you are not able to answer any the customers questions if they have any. Â You are not able to confirm Customer Account Details before making the ADD NEW ORDER.

MAKE SURE YOU FOLLOW THIS.Â

BOOKINGS CAN ONLY BE MADE USING THE FOLLOWING STEPS:

To make a booking and secure your event date, we offer our customers 3 options.Â As a staff member you can provide them the following information.Â

The customer can either ...

1. Book Online by going to https://bookings.iconicperformances.com.au/ Â , and select your chosen product manually through the categories menu.Â You can assist them by helping them navigate through the company booking website.Â Or you can send them an email with the correct link of the product for the customer to click on the link or entering that is mentioned above.

2. Call our sales & event management team on 1300 860 074 Â - 24 hours 7 days week.

3. Or send the customer an email asking for the customer's best time and date to call you and you or another sales or event managers can call the customer at their requested time and date to book the event.Â The alternative it to ask the customer or secretary what is the best time to call the customer back to confirm the booking.

These are the three professional ways to make a customer feel important, valueable and not waste their time answering email questions to make a booking.

A customer can book their event online at

https://bookings.iconicperformances.com.au/.Â

A SALES or EVENTS STAFF MEMBER **IS NOT ALLOWED TO USE THE** online booking system

https://bookings.iconicperformances.com.au/Â to book an event.

SALES or EVENT STAFF must only use and are to book an event using the internal ERM system to book an event.Â For more information in adding a new order refer to Steps to Book an Event or Add New Order

Attached files:

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