Staff Training and Training Videos

Main telephone numbers, contact details of Iconic Productions World Wide

To ensure that the right department and staff member assists you check the correct details before using to ensure the appropriate department/person is reached.

Please note: Some numbers are for internal purposes only and should not be given to customers. See below for contact phone number permissions.
Please note: The numbers below will be displayed based on your region and department. Internal numbers can only be viewed by staff within their selected group region.

(Iconic Productions & Iconic Performances Company Email Address Details: viewable by Australia/Asian Team only)

Please note: All staff have an assigned email address, however your company email address is used for login and server details **ONLY** and should **NOT EVER** be given out to customers, clients or people outside the company. Group Emails are created to ensure that all sales, customer enquiries, general enquiries, bookings, event management are **quickly actioned and replied to** by a staff member. Group emails ensure this, as staff may be on holidays, offline, not working or sick and we do not want any of our customers / clients or contactable people to wait around.

Staff **should only communicate** to one another internally by the **Slack Communications Server** **first** or by phone if urgent.

Description	Phone Number / Transfer to	Email	Name to Send to	Important Notes
Global and National Phone Number Administration Team (global)	1300 860 074 Allowable to all customers / staff / enquiries - global.	admin@iconicperformances.com.au Allowable to all customers / staff / enquiries - global.	Group Account (no specific owner)	Number will redirect to specific Office based on customers caller ID area code
Sydney Reception / Administration Team	+61 2 8916 6224 Only for Australia Customers / sales / general enquiries	reception_sydney@iconicperformances.com.au Allowable to all customers / staff / enquiries - global.	Group Account (no specific owner)	Â
Sales Team	+61 2 8097 2416 **Internal number only for staff only**	sales.team@iconicperformances.com.au Allowable to all customers / staff / enquiries	Group Account (no specific owner)	Â

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		- global.		
Event Management Customer Support (Australia & Asia)	+61 2 8916 6224 Only for Australia & Asia Customers who have pre-booked events or orders	event.managers@iconicperformances.com.au Allowable to all customers / staff / enquiries Australia and Asia.	Group Account (no specific owner)	Only transfer if customer has pre-booked event or order
Event Management Team (Internal use Only) (Australia & Asia)	+61 2 8097 2411 **Internal number only for staff only**	event.managers@iconicperformances.com.au Allowable to all customers / staff / enquiries Australia and Asia.	Group Account (no specific owner)	Â
Event Management Team (USA & Canada)	Transfer to USA Reception +1 213 814 3499	event.managers@iconic.productions Allowable to all customers / staff / enquiries. Prefer for USA, Canada & United Kingdom Customers	Group Account (no specific owner)	Allowable to all customers / staff / enquiries - global. Provide only to customers in specific region (USA & Canada Customers) Number will redirect to specific Office based on customers caller ID area code
Event Management Team (United Kingdom)	Transfer to UKÂ Reception +44 20 8 144 8221	event.managers@iconic.productions Allowable to all customers / staff / enquiries. Prefer for United Kingdom	Group Account (no specific owner)	Allowable to all customers / staff / enquiries - global. Provide only to customers in specific region (United Kingdom Customers) Number will

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		Customers		redirect to specific Office based on customers caller ID area code
Accounts Department (for Australia & Asia Only)	+61 2 8005 6682 Only for Australian & Asian Customers who have pre-booked orders or events Best to give National Number for easy call transfer.	accounts@iconicperformances.com.au	Group Account (no specific owner)	Â
Accounts Department (Upset Customer with accounts enquiry)	+61 2 8005 6682 Only for Australian & Asian Customers who are upset with accounts enquiry	peter@iconicperformances.com.au Internal email only for staff only. *** Make sure you create an Activity for Peter to action	Peter Murphy	Internal email only for staff only. *** Make sure you create an Activity for Peter to action
Technical Support (online Booking) *** **Customer ONLY**	+61 2 8011 3785 **Internal number only for staff only.**	Go to or click on https://www.iconicperformances.com.au/contact.php 1) Click on Report Technical Support 2) Complete Technical Support Form 3) Click Next 4) Enter CAPTCHA code	Raj Kumar (manager) Group Account	Allowable to all customers / staff / enquiries - global. Best to do this for customer, but you are allowed to provide them with instructions as mentioned.

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		5) Click on Submit		
Web and Technical Support (Level 1) *** Staff	+61 2 9558 8322 **Internal number only for staff only.**	support@iconicperformances.com.au Allowable to all customers / staff / enquiries - global.	Lei Bao	Â
Technical Support (Level 2 or ERM Support) *** Staff Only	+61 2 8011 3785 **Internal number only for staff only.**	support@iconic.productions Internal email only for staff only.	Level 2 Support Team Managed by Raj Kumar	Â
Web / Tech Software Developers	+61 2 8011 3947 **Internal number only for staff only.**	Â Use Slack to communicate	Â	Â
Technical Support (Level 3 -) *** Emergency / Urgent ONLY	+61 2 8005 5799 **Internal number only for staff only.**	Internal email only for staff only.	Raj Kumar	**This is direct contact details and should only be used if no other numbers are able to be reached.**
Australian Sydney Office Fax Number	+61 2 8221 9625 To all customers / sales / general enquiries	Â	Â	Â
USA Reception and Main Switch Board	+1 213 814 3499	Â	Â	Allowable to all customers / staff / enquiries - global. Provide only to customers in specific region (USA & Canada Customers)

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				Number will redirect to specific Office based on customers caller ID area code
United Kingdom Reception and Main Switch Board	+44 20 8 144 8221	Â	Â	Allowable to all customers / staff / enquiries - global. Provide only to customers in specific region (United Kingdom Customers) Number will redirect to specific Office based on customers caller ID area code
DrumStory Media / News	Â	dsymedia@iconicperformances.com.au Allowable to all customers / staff / enquiries - global.	Group Account (no specific owner)	Â
Production Team (Cinematographer / Editor)	Â	eli@iconicperformances.com.au Internal email only for staff only.	Eli W	Â
Production Team (Australia and Asia)	Â	production-team@iconic.productions Internal email only for staff only.	Group Account (no specific owner)	Â

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Senior Producer / Logistics	Â	con@iconicperformances.com.au Internal email only for staff only.	Con Vourliotis	Â
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(Iconic Productions & Iconic Performances Company Address Details: ng>viewable by Australia/Asian Team only)

Description	Address	Permissions / Allowed to give out
Iconic Performances & Iconic Productions Head Office / Postal Address for Australia & Asian Customers)	Level 36, Gateway 1 Macquarie Place Circular Quay, NSW, 2000 Australia	Allowable to all customers / staff / enquiries - global. Prefer for Australia & Asian Customers
Iconic Performances & Iconic Productions Head Office / Postal Address for USA & Canada Customers)	601 South Figueroa Street Suite 4050 Los Angeles CA 90017 United States of America	Allowable to all customers / staff / enquiries - global. Prefer for USA & Canada Customers
Iconic Performances & Iconic Productions Head Office / Postal Address for United Kingdom Customers)	Level 17, Dashwood House 69 Old Broad Street London EC2M 1QS United Kingdom	Allowable to all customers / staff / enquiries - global. PPrefePPrefer for United Kingdom Customers

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Attached files:

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