Staff Training and Training Videos

The customer wants a date that is not available / no longer available / unavailable. What do I do?

At Iconic Production we always try to assist and help the customer have an incredible experience from the very start of their enquiry to way after the product or event is finished.

If a customer asks for a date or a product and the date or product is

- Not Available
- No Longer Available or
- Unavailable

Do not let the customer the go.Â Remember we try to make the customer experience Iconic in every way.

1. First try to offer them the next closest available date for them.Â Try to offer them with at least 4-5 other dates.

2. If they don't like those dates then procced with the next step.

3. If this occurs, contact **@event.managers** or your **Department Channel Supervisor** on the appropriate **SLACK** channel and ask them for assistance.Â While doing this, make sure you have put the customer on hold.Â Speaking to **@event.managers** or your **Department Channel Supervisor** on **SLACK** they will ..
    1. Check if the current production BIN can do an extra event on the day.

    2. Check if another production team can be assigned for the customer.Â Iconic has 8 BINs who work on multiple events of the different event / Stage Levels.

    3. Check if there is a system error.

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If **@event.managers** or your **Department Channel Supervisor** can assist the customer with the date, they will

1. Will notify you on **SLACK** if it is possible or any alternatives.
    1. If it is possible they will Release or open up the date for an extra booking
    2. If not, they will provide an alternative for you to offer to the customer.

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The important thing to **REMEMBER** is **NEVER** say **NEVER** to a customer.Â We are confident we can find a date for them or an alternative solution.

Attached files:

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