**S**tandard **O**perating **P**rocedure

1. Inbound Inquiry:
   1. Collect Necessary Info from Client/ Team Member
      1. Date of Event
      2. Venue
      3. Type of Event
      4. No. of Pax & Profile of Guests
      5. Time
      6. If any budgets they have in mind
   2. If Inquiry for Specific artist/ Or Suggest Artist
      1. Give full name & details of artists
      2. Explain the USP of artist’s
      3. Explain different type of Acts (depending on each artist)
      4. Take email id & Mobile number
   3. Email:
      1. Send email as per your discussion with 1 hour of call or as per your commitment to client
      2. Mark CC to team member
      3. Mark BCC to artist
      4. Call up client and confirm, email received or not?
   4. Follow up
      1. Start follow up after 2 days of sending email (depend upon date of event also)
      2. Negotiate if required
      3. Give more options
      4. Follow up till you close
   5. Closing of Event
      1. If, not closed. Please find out the reason
      2. If Closed, Call for email confirmation.
      3. If payment is by cheque
         1. Be clear about service tax & TDS
         2. Send invoice
      4. If payment is by Cash, NO invoice only email confirmation
      5. Send following things on email to client and client should acknowledge the same before taking advances
         1. Send Invoice
         2. Tech-rider
         3. Hospitality rider
         4. Ticketing details
         5. Local travel details
         6. Local Sim cards for International travel
   6. 3 Days before the event
      1. Make sure you have all the tickets as per your requirement
      2. Reconfirm with client all details on phone
      3. Collect Balance payment
      4. Take final event follow
      5. Name & Address of the venue were event is + Hotel details were guests is staying
      6. Ask for one point contact for all co ordination
   7. Day of the event
      1. Co ordinate with artist before hand about timing and place of meeting
      2. Try and do web check in and block seats
      3. Person traveling from TMC team should be at airport well before the time of flight and time given to artist.
      4. On reaching the Hotel:
         1. Check the venue
         2. See Green room/ entry and exit of artist
         3. Reconfirm all technical requirement.
            1. If not as per our tech rider, raise concern well before the show time.
         4. Reconfirm event flow and take name of all imp guests and occasion details
         5. Request them to give photo and video if possible on same day in pen drive
      5. Reach venue and seat in green room on time as discussed
      6. Make sure continue supply of water / tea/ coffee for artist in green room and on stage only water
      7. Be on console or near the stage during the show.
      8. Speak to concern person after show and leave from the venue.
      9. Check out from the Hotel well before the time and reach airport well in advance
   8. After Event
      1. Send thank you email to the event manager or client for giving buss. And hospitality
      2. Take client feed back
      3. Follow up for photo and video
      4. Send thank you email & profile of all our exclusive artists.