

MEMO | MC Phone Call



Objective:

The client has instilled their trust in Rock The House. While they have yet to meet you personally, your performance and professionalism will have great impact on their special day. The MC Phone Call provides you the opportunity to build rapport and trust with client. Use the MC Phone Call as an opportunity to set yourself up for success, share information, and provide the client with a sense reassurance in Rock The House.

Pre-Call:

- Review all notes listed in RTH Live, including but not limited to: Agenda, Names Form, Music Form, Floor Plan, internal notes, vendor notes
- Take notes on any questions that you have based on event notes
- If necessary follow up with sales rep to confirm any questions you may have pertaining to the event
- Email the client to set up a time for the MC phone call

During the Call:

- Build rapport with client (show your personality and build the client's trust)
- Allow the client to ask any questions that are high on their priority list
- Review the agenda and take detailed notes
- Review all important names and confirm how all names are pronounced
- Review all other event notes and document any changes mentioned by the client during the call (i.e. change of up light color, placement of photo booth)
- Confirm your time of arrival and reassure the client that they are in good hands the day of their event

Post-Call:

- Follow up with the sales representative via email and/or phone to document any changes that the client made during the MC phone call
- If necessary make follow up phone call with the client before their event
- Rock The Event!