



EMCEE PRE-EVENT PLANNING

Hello RTH Team Member!

Thank you for being the emcee for someone's special event!

To assure that you and your team are set up for success on the day of the event, please find below the Pre-Event Planning Timeline for Bar/Bat Mitzvahs and Weddings. Additional event types may require pre-planning and when needed, you will be notified by the Sales Account Manager.

10 DAYS PRIOR TO EVENT:

- An automated email will be sent from RTHLive to the emcee and the salesperson as an initial bump that it's time to set up your emcee phone call with the client.
- The emcee will trigger the pre-approved email template from RTHLive.

8 DAYS PRIOR TO EVENT:

- Deadline for emcee phone call to be scheduled with the client.

3 DAYS PRIOR TO EVENT:

- Deadline for emcee phone call to be completed.
- Deadline for Emcee to fill out the QP form: <https://rthemceephonecall.questionpro.com>.

FAQ:

***What email address should I be using?**

- All Emcee's have an RTH email address, and it is the only email address you should use to communicate with clients. No personal email addresses may be used.

What if I don't hear back from the client via email?

- If you do not hear from the client after 24 hours, it is important to follow up and in other avenues (i.e. phone, text, etc). See next FAQ question if you cannot connect with them.

What happens if I can't get in touch with my client?

- If you cannot connect with the client via email. A phone call and text should also be completed before the deadline, If you still can't connect, fill out the QP form and indicate the dates/times you tried to contact them. After you connect with the client, a completed Emcee QP form is required.

Are emcee phone calls optional?

- No, both staff and clients find great value in the phone call so this is a required part of the job. The QP form is also a requirement to confirm that no binder updates are needed. Failure to do either of these will fall to disciplinary procedures.

What if my client wants to add equipment to their event?

- If a client is interested in additional upgrades, a cocktail sound system, etc., politely inform them that you'd be happy to have their sales account manager follow up with more information. The event has been sold as is and any upgrades / additional gear that is sent to an event should be accounted for/invoiced accordingly.

If you have any additional questions, please feel free to reach out to your supervisor.

Thanks again for being such a ROCKstar!

Go TEAM!

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ROCKTHEHOUSE