



CUSTOMER SERVICE

CUSTOMER SERVICE - Customer Mentions Missing Gear Onsite

The sales process includes discussions with specifically sold pieces of equipment and/or concepts. It's our job to always have each other's backs (i.e. production vs sales, sales vs production) and NEVER speak negatively about another member of the team, department, or throw anyone under the bus.

Sometimes mistakes happen (people are human), sometimes customers forget to ask for things they need, and sometimes customers (or ROCKstars) bend the truth.

If a client approaches you at an event and mentions there is missing gear on an event (cocktail sound, uplights, etc):

Step 1: Explain to the client you'll be happy to look into it, include the site lead in the discussion (if it is not you) and ultimately make it happen if needed / appropriate.

- If the item in question is clearly part of a concept that is implied to have been included or reasonably assumed to be present, contact on-call and have the equipment shipped without question, without additional costs, etc. (i.e. If we are doing a podium and full audio on a job, but there is no podium microphone present OR If we sold a customer stanchions but didn't include ropes).

Step 2: If time allows, express to the customer that one of the first things that you'll be doing is checking the event order (pull sheet / quote) to confirm if it was sold.

- a. If the equipment is on the order and not onsite, contact the on-call technician and inquire about whether the equipment is available.
 - a. If available, inform the customer immediately that we're sorry for the inconvenience but that it is on its way.

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Step 2 (Continued):

- b. If not available, it is then up to you and the on-call technician to make the best decision for the best interest of the customer (i.e. Discuss that the entire amount will be refunded if the item is not critical for the event's success OR you've decided that it is critical for the event so you are going to authorize calling another vendor - such as Vincent Lighting - to open their shop keeping in mind this might also incur 4-hour minimums or other associated costs).

- b. In the event the equipment is not on the event order -
 - a. Call the account manager / sales rep to find out if there was discussion during the planning process about the missing equipment. Find out if there may be additional costs associated and then ask the customer if they would like for it to be estimated and have it shipped - if available. (Note: If this in any way agitates the customer and they imply that it was on the order or not, it needs to be delivered. This information can and should be used in your decision process).
 - b. Contact the on-call technician and inquire about whether the equipment is available and could be delivered in a timely manner. And if yes, the price. Then after gathering the information, discuss the options / pricing with the customer.
 - a. If the equipment is not available, it is then up to you and the on-call technician to make the best decision for the best interest of the customer (i.e. authorize calling another vendor - such as Vincent Lighting to open their shop - keeping in mind this might also incur 4-hour minimums or other associated costs).

Step 3: Mention the missing items in your EOS so the team can follow up with the client accordingly as well as minimize the likelihood that it happens again in the future (i.e. ROCKstar team member training, sales training, etc).