

Date: July 1, 2022



# ***HANDBOOK***

***OPERATIONS & PROCEDURES***

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# ON BOARDING

Suspence Entertainment started in March of 2014, and is an equal opportunity employer.  
We specialize in private events all over and around Arkansas. Our home office is located in Jonesboro,  
Arkansas.

By working under the Suspence Entertainment umbrella you are getting

An established company, brand, and logo  
8 Years and over 1,400 events of experience  
A fully developed website  
Marketing materials  
Wedding expos  
EVENTS!

We do ask for an exclusive partnership agreement  
Between you and Suspence Entertainment.

When becoming a Suspence Entertainment Team Member we will ask you to fill out an internal  
application. This basic information will be used to set up your company profile.

# CORE VALUES

## **#1. Building personal Relationships**

Companies don't do business with companies. People does business with people

We can't get in the habit of it just being "another gig" For a lot of people this is a once in a lifetime event.

So, we have to treat it like that. Every time.

Building a lasting friendship and partnership

## **#2. Team Work**

Individual Commitment to A Group Effort.

That is what makes a Team work, a Company work, a Society work, a Civilization work. -Vince Lombardi  
Work ethic, Taking One for The Team, treating others the way you want to be treated, and Respect.

## **#3. Fair and honest pricing**

By offering packages that almost every budget can work with. But also knowing our worth.

After studying the market we believe that you get the most value and experience with every package you choose.

## **#4. Exceeding Expectations**

on Communication, Equipment, and Professionalism

Being able to use our industry knowledge to help answer questions.

Giving a Bride & Groom the extra 15 min of music before the wedding starts.

(OCCASIONALLY) tossing in extra equipment at no charge if we know it would help the event. Giving some money back when we mess up.

## **#5. Continuous improvement**

Always thinking, working, and learning on how to make things better and run smoother.

Learning from our past mistakes!

Market Research

Understanding our equipment's full potential

Staying up to date on music

Finding new ways to continue leading the entertainment industry in our

location Becoming a trusted advisor

# PAY

## **Pay is something that we do not share with each other.**

As of 2022 all Team Members are considered as independent contractors and will be issued a yearly (1099) Tax form.

We pay our team members by the experience, work ethic, availability, and willingness they have to learn and grow within the company

Our pay scale is broken down in a few different ways. Hourly, percentage %, salary, commission, base. Depending on your Job position will determine how you will be getting paid.

Anyone who makes \$600 or more will have to fill out a W-9 tax form. And then will be responsible for their own taxes being held out and paid. (25%)

Our office can provide you with a running total of your tax bill if you'd like

New hires that get paid by the hour will start off at the state minimum wage (\$11 per hour as of 2022)

PayDay is every Wednesday and we will try our best to have payments out by 1:00pm but no later than 5:00pm.

The Office will add \$10.00 for each day a payment is paid late.

We mostly use CashApp or Venmo to pay our Team. If you would like to get paid any other way, please let the office know.

# Dress Code

Keep in mind that most of the events we are a part of the client has spent a large amount of money on.  
We need to look like the Event professionals that we are.

Staff will be dressed in an appropriate Branded shirt/polo for load-in and ceremony. Suit and tie for formal events. Matching that of the guests for other events.

Listed below is the bare minimum that we would like to see you dressed in.

## **Casual**

Jeans, Company Branded shirt / Polo, Shoes of your choice.

## **Business Casual / Sunday Morning Best**

Khaki pants or Dress pants (with belt), Company Branded Polo,  
Black or Brown dress shoes.

## **Semi-Formal / Black tie**

Black dress pants (with black belt), Black or White button up, Tie,  
Black Jacket, Black dress shoes.

# Booking / Contact Transfer

When a new lead comes in, this is what we have to do first

1. Make sure the event date is available
2. Make sure we have an available Team Member
3. Get the customers basic information. (Name, Phone, and we 100% have to have their email)
4. Help the customer choose a package/service
5. Find out where the event location is
6. At this time the office will type up a contract for the customer to sign.
7. Collect the \$200 nonrefundable deposit. (The office will send an invoice for \$200 that can be paid online with a card)
8. The office will send a second invoice that will have the balance and due date.

**Now they are officially booked and on the calendar.**

The Office admin will create a profile for the customer on the Vibo app and send out the links to everyone.

Whenever the Team member is asked if they are interested in running the event, and if they agree to it then from this point on, they will be the new contact person for the event. (The account rep)

As soon as all of these things are completed then the office will transfer the customer contact to the team Member that will be in charge of the event. The Team members' contact will be sent to the customer as well.

# Requesting Time Off

We are in the business that unfortunately falls on the weekends. We understand that some of our Team Members are working this as a side hustle, part time, or full time. We want to be able to give everyone the time that they request off. But we have to do that in a way that works for everyone and the company.

**Please keep this in mind. Most Customers will book their event 6, 9, and even a year (12 months) in advance.**

If a Team Member is unavailable for an upcoming weekend, please let the office know, and place it onto the calendar ASAP.

(Below applies to everyone except our DJ's)

A team member must submit their request for time off no later than one (1) month before the event that they are scheduled for

If a team member is needing off within the one-month timeframe then it is the team members responsibility of finding a replacement who is **fully trained** and available

Please keep this in mind. DJing is the most difficult position we have in our company. When booking an event, the DJ assigned by the office will have to accept or decline the offer on their company profile. If for some reason the original DJ can no longer do the event, it is their responsibility to find a new DJ and get them **Approved by The Office First**.

Then it is the original DJ's duty to pass on the new DJ's contact information to the client, and share any notes with the new approved DJ

(Example) A newer DJ (T2 or T3) probably wouldn't be approved for a (T4 or T5) Rockefeller package event. T1-T5 Explained on the DJ Tiers page.

When you request off you'll be asked what the reason is for.

We are a growing company so we need to maximize every day possible. We want to give every team member time off and we want everyone to enjoy what they're doing.

Please keep this in mind and be respectful to others.



# (DJ) On Boarding

New DJs will train for 6-8 Events / weeks.

This is all depending on how long it takes for them to “get it”  
They will move to the next step when the Lead DJ or Leadership team feels like they are ready. New DJs will be graded on the top 4.

#1 DJ Skills

#2 Emcee Skills

#3 Equipment Knowledge

#4 Feedback

What does the first 6-8 weeks/events look like for the new DJ hires

**The Test Event.** Taking it all in! This will give the new hire an overview of what they’re getting into. They will not be asked to really do anything except to observe.

**Event #1.** Learning how to set up. Getting behind the mixer a little.

**Event #2.** Setting up and mixing.

**Event #3.** Setting up and mixing.

**Event #4.** Setting up, mixing, working on the microphone. Not really the GE but maybe small announcements.

**Event #5.** Setting up, mixing, continuing working on the microphone.

**Event #6.** Taking the lead on MCing and music. We will assist them. And be in the background.

**Event #7.** 100% running the show from start to finish. We will just oversee it.

The new hires will have to do a couple of shop days to really learn and understand how to set up the rig.

They will not get paid for this but lunch will be provided.

This needs to be done within the first four (4-6) events / weeks.

Our Lead DJ will determine if the new hires will need all 6-8 events / weeks of training. New hires

will receive a Logo branded t-shirt for setting up and a Logo branded Polo for events. If they would

like more shirts than they can purchase them or we can hold it out of their paycheck.

# DJ Tiers

This is how we determine what skill level each DJ is on. We never want to put a DJ on an event that He or She isn't trained for. We want all of our DJs to perform at **their** absolute best, at every event!

**ALL DJs** will be graded on the top 4 before moving tiers.

**#1 DJ Skills   #2 Emcee Skills   #3 Equipment Knowledge   # Feedback**

The Lead DJ or Leadership team will make the decision on when a DJ can move to the next tier.

**(T1)** Someone that is in training.

**(T2)** Someone that needs the Lead DJ or a T4/T5 DJ to oversee.

**(T3)** Someone that has graduated from our training and can now do small events on their own.

DJ package level: Sinatra.

Event types: Wedding, School/Dance, Other

**(T4)** Someone that is fully trained and can now do small to medium size events.

DJ package level: Sinatra, Gatsby.

Event types: Wedding, School/Dance, Other

**(T5)** Someone that is fully trained and qualified to perform at any and all events.

DJ package level: Sinatra, Gatsby, Rockefeller.

Event types: Wedding, Corporate events, School/Dance, Other

T4 & T5 Djs will still have to work some T3 events to stay at the T4/T5 tier. #PayYourDues

Some team members might be comfortable with staying at one tier and not moving up. That's okay with us.

When a team member moves up to a higher tier, they will receive a **Cash Bonus!**

## **JOB DESCRIPTIONS & DUTIES**

# DJ

DJing is the most difficult position we have in our company.  
The SUS ENT Company is built around our DJ's, and we hold them to a high standard.

To be a SUS ENT DJ you must be available to DJ at least Three (3) events per month. If bookings are available.

We pay our DJ's a percentage % of the DJ Package. (That percentage will not exceed the max of 45%)

The DJ will get paid on the predetermined package and DJ add-ons that are listed on the invoice. (Sinatra package, 1 extra hour, extra speaker). If the customer wants to add an additional hour outside of the predetermined invoice, the DJ is allowed to accept it as a tip, but will have to get paid by the customer.

Our DJ's do not have to own their equipment or provide any equipment.

We strongly encourage our DJ's to have a personal laptop (they will know their music and where to find it) But we can provide one if needed until they can get one.

We can provide a music library if needed. We are subscribers of multiple record pools for downloading music.

Our DJ's do not have to own an SUV or a Truck. The company has Two (2) vehicles that can be used if they are available.

Our DJs are responsible for staying in contact with the Bride/Groom/Other or Event Host.

After loading up the equipment from the Warehouse the DJ is required to check and sign the package picklist.

A fully trained DJ (T3-T5) will know how much time is needed to set up for the event. Leave yourself enough time to get everything looking nice and not feeling rushed. We strongly suggest arriving (2) hours before music start time.

**Our #1 Rule is WE DON'T SIT DOWN.**

*The DJ is allowed to drink as long as they can continually operate at a professional level. And is at the legal age, and is not driving the company vehicle.*

After the event the DJ is required to unload all of the equipment into the Warehouse and place it in the GIG Zone. (This will take no longer than 8-12 min)

**If this is not done and Spencer gets to it first, there will be a \$50 charge to the DJ.**

## **DJ Duties and Requirements**

Meeting with the clients (Coffee/Drinks, Phone, Zoom)

Loading/Unloading gear.

Building the event playlist (suggested one week before the event)

Knowing how to setup the Ceremony Audio/Microphones

Knowing how to setup the Reception Package

Knowing how to setup the lights

Is comfortable with talking on the microphone.

**All DJs are required to fill out the (AAR) after each event.**

(After Action Report)

# MC / Emcee

Here are 9 steps to Emcee like a pro.

1. Shut up. Don't be talking on the mic just to be talking on the mic. Make sure you know what you're going to say before you say it.
2. You are not a radio DJ. Even if you are a radio DJ, at a wedding/event you are not a radio DJ. You are an entertainer, but you don't have to intro/outro every song.
3. Help other people. We are the pros when it comes to our equipment. With that said not everyone is a pro. When someone is about to give a speech, let them know how to hold the mic and how not to stand right in front of the speaker.
4. Keep it classy.
5. Keep it moving. (Ladies and gents grab a glass of champagne. In a few minutes BOB the best man is about to head this way to give his toast). (We are getting ready to cut the cake right up here on my right. Make sure if you would like to see this to make your way towards me) We are just directing traffic.
6. Be Yourself / Authentic. When you are talking on the mic just talk like you are talking with other people!
7. Be Conversational. (Hey ladies and Gents, in a few minutes we are going to bring in the wedding party from \_\_\_\_\_ "these doors" so let's get ready to make some noise.
8. Avoid Crutches. Crutches could be words you say way too much like Ladies & Gents. (Ladies & Gents let's make some noise, Ladies & Gents put your hands together, Ladies & Gents who's ready for.....) Maybe you could say something like (Let's give it up for, let's give a round of applause)
9. Think before you speak!

# PHOTO BOOTH

Team members will be paid a flat rate of \$100 per event.

Most Photo Booth events are two-five hours long

As of July 2022 Suspence Entertainment has four different photo booths.

Day of training could be done but midweek training would be best

## **Photo Booth Attendant Requirements**

Must be at the event one hour before start time

Setup/Breakdown booth

Display and keep props organize

Spray disinfectant on ALL of the props