- **Communication**
    - The day before the event you need to communicate with staff and the client
        - Staff
            - On solo events or events without Captains or Roster Managers you will need to reach out to staff to ensure they are ready to go.
                - First, you will push a reconfirmation.
                    - After processing the reconfirmation, keep an eye on the green check marks and reach out to any staff who are slow to complete the process
                        - After a few hours, if there are staff who have not completed the re-confirmation, you will need to text them to remind them to do so. USE THE TEMPLATE IN ZINGLE.

                            Hello {first_name},

                            Don't forget to do the day before reconfirmation of your shift tomorrow. Please go in and click the confirm button in the app.

                            Thanks,

                    - Any red flags such as: slow engagement, no engagement, weird responses, questions about car issues or illness; must be handled immediately
                    - DO NOT HESITATE TO REPLACE SOMEONE
        - Captain
            - On events where you have a Captain, you need to check in with them to make sure that they are good to go
                - Captain needs to communicate with the client directly
                    - When a Captain is booked, the client may request communication earlier and more frequently
                - Captain needs to relay any new information from the client
                - Double check that they have Captain permissions in the app
                - Verify address and timing
                - Double check that they have Captain permissions in the app
                - Have them reach out to the other staff on the event and let you know if there are any people not engaging
                - Make sure that they received the roster and understand the process
        - Roster Manager
            - On events where you have a Roster Manager you need to check in with them to make sure that they are good to go
                - They do not contact the client.
                - Double check that they have Captain permissions in the app
                - Have them reach out to the other staff on the event and let you know if there are any people not engaging
                - Make sure that they received the roster and understand the process
        - Once all staff have re-confirmed, then you can move on to client communication.
            - You do not want to communicate with the client first because there could be a staffing change if someone is not being responsive.

- **Client**
  - Text the client to do a final check in and make sure all details are still correct.
    - Double check to make sure you have specific parking and entrance instructions for the staff if applicable
    - Give them the names of the staff if requested, otherwise just use a general check in. TEXT IN ZINGLE IF YOU HAVE THEIR CELL PHONE. OTHERWISE, SEND AN EMAIL.

      - Hi {first_name},

        We are all set for your event tomorrow. Your staff will arrive at (INSERT TIME), ready to go.

        Thanks,

    - If the client provides any specific event details or information, make sure the Captain, RM, and/or the staff all get the information right away.

- On the day before the event, it is necessary to constantly be monitoring the chats and texts for call offs and red flags. This is usually the point in the process when things get the busiest. Double check with backups and keep a constant finger on the pulse of the event status.

Make any changes you feel are necessary based upon your judgement. It is better to do it the day before than last minute