

- Follow Up

- Follow up begins right away with the staff
 - Once the event is completed, start the process listed below. All follow up steps should be completed within 24-48 hours of event completion, at a maximum. CC David on all communications.
 - Any 1st time event staff are critical to touch base with
 - Find out how the event went
 - Find out how they feel about working more events
 - Encourage them to sign up and inform HR of their intentions so that they can complete any onboarding.
- Client Follow Up
 - Private Events
 - 1st follow up- "How did the event go? How did the staff do?"
 - Do not follow up if the event has extra hours than booked or if there were any red flags. Reach out to David and he will handle the follow up.
 - Send within 24 hours
 - Template found [HERE](#)
 - If the client responds positively- Send Review links text
 - Template found [HERE](#)
 - Send kudos to the entire market via Ubeya Feed, calling out the staff for a job well done.
 - Management will notify you when or if a review was posted
 - If you receive this email from Management, your follow up process ends here.
 - If the client responded negatively-Send to Management
 - You will discuss the proper way to move forward
 - DO NOT SEND REVIEW LINKS EMAIL
 - If client does not respond, send 2nd follow up
 - 2nd follow up
 - Template found [HERE](#)
 - If client does not do the review, or respond within 24 hours- Send to Management to take over the follow up
 - Use the subject line "No Feedback Received"
 - Corporate Staffing Partner Events (Clients that we have a corporate agreement with)
 - Send the corporate client follow up template email
 - Template found [HERE](#)
 - We do not send review links to these clients after events

- Client Follow Up

- Private Events
 - 1st follow up- "How did the event go? How did the staff do?"
 - Send within 24 hours
 - Template found [HERE](#)
 - If the client responds positively- Send Review links email
 - Template found [HERE](#)
 - If client responds with a specific gratuity, send the review links email and process the gratuity on the ready for payment detailed [HERE](#)
 - Management will notify you when or if a review was posted
 - If you receive this email from Management, your follow up process ends here.
 - If the client responded negatively-Send to Management

- You will discuss the proper way to move forward
 - DO NOT SEND REVIEW LINKS EMAIL
 - If client does not respond, send 2nd follow up
- 2nd follow up
 - Template found [HERE](#)
- If client does not do the review, or respond within 24 hours- Send to Management to take over the follow up
 - Use the subject line “No Feedback Received”
- If client does not provide gratuity information or if the tip is low, send to Management to take over the follow up
- Corporate Staffing Partner Events (Clients that we have a corporate agreement with)
 - Send the corporate client follow up template email
 - Template found [HERE](#)

We do not send review links to these clients after events