



INTERN HANDBOOK

SECTION I

RECEPTION DESK

Reception desk responsibilities include:

1. Answering the phone professionally and politely while giving correct information
2. Coordinating with security to confirm EVERY guest access with booked clients
3. Signing in ALL clients and ALL guests as they arrive
4. Filling out invoices, taking payments from clients, filing in correct place
5. Updating session logs at desk and conference room board DAILY
6. Ensuring each room has been cleaned in its entirety for sessions PRIOR to client's arrival

1. ANSWERING THE PHONE

- Answer the phone by the second ring ALWAYS.
- Script for answering the phone: "Loud House Studios, this is [your name], how can I help you?"

- [REDACTED]

[REDACTED]

- There is an automated confirmation text that confirms the *request*, and another confirmation text that will actually come from [REDACTED] or [REDACTED] **if the request is approved**. Make sure they understand that.

- If they ask about our East location, inform them it is temporarily closed for renovations and new studio space is being constructed at our Buckhead location, so in the coming months we will have much more availability. If they'd like, we can take down their info and contact them when it's ready. There are sheets for this in the session log/invoice binder.
- NEVER book anyone for a session over the phone, [REDACTED] and [REDACTED] do all the bookings and communicate them to [REDACTED] who posts all sessions in GroupMe EVERYDAY.
- NEVER mention the names of our clients, especially high-profile clients.
- If someone calls in making an unusual request (e.g. asking to film something here, asking about employment, asking to book for a reason other than normal studio time), just give them the info@loudhousestudios.com email address and tell them they can ask management.
- NEVER give out ANY employees information over the phone under any circumstances! Take a message with name, phone number, reason for calling, and give the message to the employee after you have hung up to have them call back.
- Often, callers are asking about studio prices, this list can be found on the wall to the right of the reception desk, and is also listed below:

LOUD HOUSE STUDIOS RATES

BUCKHEAD

WITH ENGINEER

A Room - \$125/hr

B Room - \$85/hr

C Room - \$65/hr

D Room - \$65/hr

NO ENGINEER

A Room - \$105/hr

B Room - \$70/hr

C Room - \$55/hr

D Room - \$55/hr

6 hour minimum for all rooms

2. COORDINATING WITH SECURITY TO CONFIRM GUEST ACCESS WITH BOOKED CLIENTS

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

3. SIGNING IN CLIENTS AND GUESTS AS THEY ARRIVE

- When a new client or guest arrives, before unlocking the door for them to enter the main lobby, they need to sign in.
- On the iPad, sign them in at the front desk using the app called “Visitor Registry”
- The app will ask them to fill out their name, phone number, and a couple other things, then it will take a picture of them, then it will ask for their signature. Once they’ve completed the sign in process, you can allow them back by tapping the keycard on the keypad.
- **Never leave the key on top of the keypad.** Keep it behind the desk or in the drawer where only you have access to it.
- If it’s a client first arriving for their session, escort them to their room and make sure the room is properly prepared (see Section II)

4. FILLING OUT INVOICES AND TAKING PAYMENTS FROM CLIENTS

- Sometimes a client still owes a balance when they arrive. The balance needs to be collected before they can go to the back and start their session.
- The balance should have been posted in the GroupMe that day. Otherwise contact [REDACTED], [REDACTED], or [REDACTED].
- They can pay the balance using CashApp, PayPal, or cash.
- **CashApp:** [REDACTED]
- **PayPal:** [REDACTED]
- **If they pay using CashApp or PayPal**, ensure that a screenshot of the receipt (confirmation screen in CashApp or PayPal app) has been sent to [REDACTED], or [REDACTED] or invoice@loudhousestudios.com before letting them in. Either the client or the intern can send this screenshot, but it must be done
- **If they pay using cash**, fill out an invoice (explained below), collect the cash, paper clip it to a deposit slip, take a picture of the invoice with the cash on top and send the picture to [REDACTED] (see contact list). Put the invoice in the invoice binder (top right drawer) [REDACTED]
- On the following page is an example of how to fill out an invoice

5. UPDATING SESSION LOGS EACH DAY

- Every time a new session is posted in the GroupMe (e.g. “[*client name*] A Room 4pm-2am [*engineer name*]”), this information needs to be copied to the sessions white board in the conference room. A picture of the updated board then needs to be posted to GroupMe to confirm that the information has been received.
- Use the info to fill out the daily session log in the blue binder labeled “Daily Logs and Weekly Invoices” (top right drawer)
- Each day should have its own session log and it should be updated several times a day
- It’s also your responsibility to update the day’s sessions on the white board in the conference room as soon as you find out about them

6. ENSURING ROOMS ARE PREPARED FOR SESSIONS PRIOR TO CLIENT’S ARRIVAL

- The intern at the front desk is in charge of the schedule, so when artists arrives put in GroupMe that the artist has arrived so the intern at the back is aware and the room can be cleaned and prepared. The room should ALWAYS be clean PRIOR TO ARTIST ARRIVAL.



*Rates, policies, and equipment may change without displayed, written or verbal notice.

SOUNDTRACK LEASE

INVOICE

LOUD HOUSE STUDIOS: BUCKHEAD

2115 LIDDELL DR. NE
Atlanta GA 30324
678-463-7013
info@TheLoudHouseStudios.com
www.TheLoudHouseStudios.com

INVOICE #:

DM
DATE:

10/30/17

To:
Client:

Uncle Rapper

| ENGINEER/PRODUCER | JOB | PAYMENT TERMS | SESSION DATE |
|-------------------|-----------------------|-------------------|--------------|
| Dom | Studio Time Mixing | Tracking Misc. | 10/30/17 |

| QTY | DESCRIPTION | RATE |
|-----|-------------------------------------|--------|
| 1 | A Room 6 HRS 12:00pm - 6:00pm | 125/hr |

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6 HOURS

AMOUNT
DEPOSITED

750 TOTAL PAID

SECTION II

BACK OF HOUSE

Back of House responsibilities include:

1. Cleaning
2. Prepping rooms
3. Going on runs for clients
4. Cookies

1. CLEANING

- Clean every studio room completely after each session ends, and make sure it's still clean before each session begins
- Checks of lobby area and bathrooms should be done every 45 minutes! Check for trash and crumbs on counters, smudges on glass, make sure floors are swept.
- Make sure bathrooms are clean at the beginning and end of each shift
- Below is a comprehensive list of all cleaning tasks. It is every intern's responsibility to make sure all tasks are completed on each shift.

Conference Room:

- Wipe down tables
- Throw away trash
- Empty ashtrays
- Vacuum floor
- Empty trash cans
- Spray Febreze

Main Lobby:

- Dump ashtrays
- Wipe down all surfaces with clorox wipes
- Use windex the glass cubes and the mirrored window on D room
- Sweep lobby
- Steam mop lobby (**every day**)
- Take trash out (all 3 lobby trashcans)

Bathrooms:

- Wipe down counters with clorox wipes
- Clean mirror with windex & paper towel
- Check toilet paper & soap dispensers (key in kitchen drawer)

- Purple Swiffer for the floors
- Sweep bathroom floor
- Steam mop bathroom floor
- Take out trash
- Spray air freshener

Studio Rooms

- Dump ashtrays
- Wipe down all surfaces with clorox wipes including couches
- Sweep entire room into pile for hard spaces in corners and vacuum the pile and room.
- Steam mop floors (A Room) or vacuum floors (B C & D Rooms)
- Sweep booths (steam mop when needed)
- Windex booth windows
- Organize cables/mics/headphones
- Air Freshener
- Keep mini-fridge in A Room lounge stocked with water

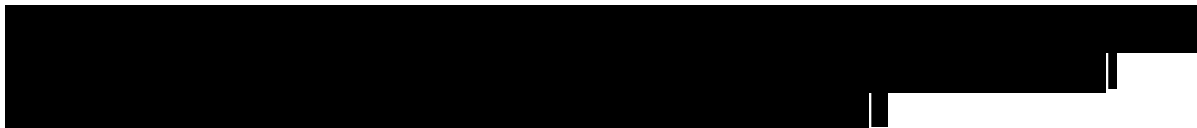
Reception Area:

- Wipe Table
- Keep candy dish full
- Straighten Magazines
- Take out trash
- No scattered personal belongings
- Vacuum

- **ONCE ROOMS ARE CLEAN & CLEAR:** Post a picture of the cleaned room to the GroupMe to confirm to the team that the job has been done, and so [REDACTED] knows the room is ready to be locked remotely.

2. PREPPING ROOMS

- Before a client arrives, make sure their room is prepared and clean. If an ashtray has not been wiped then the room is not clean. Trash bags should be BRAND NEW nothing in them before a session.
- This means making sure that the room is clean, a candle is lit, all equipment is present, functioning, and organized. Test the mics, headphones, open a ProTools session so the room is ready to record as soon as the client sits down. Confirm this with the session's engineer (can be found on the daily session log).

- Prepare a **Hospitality Tray**. This includes:
 - One (1) pack of backwoods
 - Two (2) pineapple Fantas
 - Bowl of candy
 - Four bags of chips
 - Four Bottled Waters
- Trays are on top of the fridge. Trays are brought in room when the client arrives so communication in GroupMe is essential to our success.
- 
- Clients may also request an ice bucket. ONLY give client ice if they request ice so it just doesn't melt in the room. Make sure the studio is always stocked with bags of ice from the convenience store.

3. GOING ON RUNS FOR CLIENTS

- Clients may request runs to stores and restaurants from interns. Including alcohol & tobacco as long as you're old enough to purchase it.
- The client should provide you with cash to pay for their request before you leave.
- Clients may NOT get rides home (or anywhere else) from interns. Runs to stores and restaurants only.
- When picking up food from a non-fast-food restaurant, it's best to call the restaurant and place the order ahead.
- Always use the insulated bags to keep clients food warm on the trip.
- Place food on one of the trays (found on top of the fridge) and make it look presentable before bringing it to client.
- Always offer the client all of their change. You may accept tips **but never presume or ask for tips.**
- ALWAYS BRING ALL RECEIPTS FOR THE RUNS. Consequences may ensue.

- Sometimes you may be asked to go on runs for the studio by management. In this case you may be asked to request the funds from CashApp ([REDACTED]), and pay for the run using your own bank card. **Make sure you have a CashApp account.** Put your full name, the reason for the request, and the date in the “memo” section of the request.
- Put receipts from runs **for the studio** (not clients) in the **receipt envelope** in the conference room.
- If you’ve been going on lots of runs and feel that it’s cost you a significant amount in gasoline, speak with management first and then we give directions on how to go about getting reimbursed.

4. COOKIES

- We keep stocked frozen cookies in the chest freezer (in the photo room). Clients may request cookies.
- Take them out of the freezer, take a tray from on top of the cookie oven (next to the fridge), put parchment paper on it (in the drawers under the cookie oven), and put 6-8 cookies on the tray.
- Turn the oven on, put the cookies in, and time it on your phone or the microwave timer for about 13 minutes. Let them cool, plate them, and bring them to the clients in the studio room.

SECTION III

SHIFTS & SCHEDULING

- You have two mandatory eight-hour shifts per week.
- Every week you'll send your availability to the scheduling manager before noon on Sunday.
- There are 6 shift slots per day:
 - **Midnight to 8AM**
 - **4AM to Noon**
 - **8AM to 4PM**
 - **Noon to 8PM**
 - **4PM to Midnight**
 - **8PM to 4AM**
- Shifts overlap by 4 hours so there are always 2 people here, one starting their shift and one finishing it, with a new intern coming in every 4 hours
- **Four hours in the front, four hours in the back** — the first half of your shift is spent up front running reception, the second half is spent in the back going on runs, cleaning, etc.
- If you can't work a shift, either switch shifts or find someone to cover your shift, but it's your responsibility to find someone to cover for you. Inform the management and the GroupMe when somebody will be working your shift.

INTERN OF THE WEEK

- 4 interns each week will receive a cash prize for going above and beyond the minimum requirements in the internship
- In order to be eligible for the Intern of the Week prize you must complete at least **three** eight-hour shifts per week.
- First, second, third, and fourth prizes are awarded for working the most extra hours in a week
- **1st prize: \$** [REDACTED]
- **2nd prize: \$** [REDACTED]
- **3rd prize: \$** [REDACTED]
- **4th prize: \$** [REDACTED]
- Log your overtime on the Intern Overtime sheet in the conference room

FREE RECORDING SESSIONS

- If you work **four or more** eight-hour shifts per week, you will be given a free 4-hour recording session the following week.

ASSISTANT ENGINEERING

- After 6 months of being consistently on the schedule as an intern, you will become eligible to work as an assistant engineer. This will mean shadowing one of our in-house engineers during sessions.

PATHWAY TO BECOMING A LOUD HOUSE ENGINEER

- **Every one of our in-house engineers began as an intern**
- If you're interested in becoming a Loud House staff engineer, get to know our in-house artists and engineers and try to find opportunities to work with and learn from them. Once you've put in enough time as an intern, and if an artist or engineer on our team can vouch for your level of skill to management, you may be approved to run sessions as a Loud House engineer.

SECTION IV

BUSINESS ETIQUETTE

- You are encouraged to network with artists, producers, managers, etc. A Loud House internship is a big opportunity to grow within the music industry and networking is an important part of that.
- **HOWEVER**, this should always be conducted within the bounds of good taste.
- **Do not pester the clients.** This includes:
 - Showing clients your beats without being asked
 - Rapping or singing for clients without being asked
 - Entering a session without being invited
- Even if you do build a relationship with a client, keep it professional.
- Interactions between all Loud House Studios employees should be kept professional within the studio.

SECTION V

APPENDIX

Do's & Don'ts

- No smoking EVER
- No sleeping
- Always wear your Loud House gear (hoodie or t-shirt with logo) when you're here on shift or for overtime
- If you're not wearing your gear you'll be sent home to get it
- Always use GroupMe to communicate any important information to the team
- Don't come to the studio just to hang out. **If you're here for any reason, you're here to work.** This includes all tasks (client runs, cleaning, front desk duties, etc.)
- There should always be somebody at the front desk, but if there are circumstances where the front desk has to be unattended briefly, always bring the iPad, the phone, and the walkie-talkie with you so you can still let people in and answer the phone.
- 1 no-call no-show, you're out of the running for Intern of the Week & free sessions for a month
- 2 no-call no-shows and you'll be terminated