



## ROSTER DEVELOPMENT

# Roster FAQ

## Sam Hill Roster FAQ

### General

#### There's some industry and Sam Hill terms I need a refresher on, can you help?

Absolutely! Take a look [here](#). Don't see it? Hit us with an industry term or some "Sam Hill language" and we'll let you know.

#### Who should I go to at Sam Hill for help?

If you have an **event-specific** question, please contact the Manager that booked your event.

For **all other requests please contact** your Roster Relationship Manager (aka RRM). They will connect with the right people internally and will get you the answer you're looking for.

#### Where can I find the Sam Hill Handbook for Bands?

You can find it by going to the link here: [The Sam Hill Handbook for Bands](#). The Handbook highlights information about Our Staff, Our Values, Our Ethics, Payments & Insurance, Client Service Best Practices, and Creative Services

#### Are song lists important to keep updated?

An up-to-date song list is a powerful tool for bands. Frequently updating your song list, especially with new songs shows clients you're active and engaged. It also serves two key purposes:

- **Marketing:** Your song list serves as a reflection of your musical style. A diverse and comprehensive list not only highlights your range but also appeals to a wider audience. When potential clients see a variety of genres and familiar tunes, it reassures them that

*your band can cater to different tastes and event atmospheres. Including a wide selection positions you as a versatile choice for any occasion.*

- **Decision-Making:** *Having an extensive song list allows clients to better envision how your music can enhance their event. For example, even if a song like "Hava Nagila" isn't frequently performed, its inclusion signals your versatility.*

*It's essential to maintain songs on your list that, although not part of your regular repertoire, can be brushed up with just a couple of practice sessions if a client requests them. This flexibility can be a significant selling point. Conversely, if there's a song that the band genuinely cannot perform, even after rehearsals, it should be removed from the list to avoid misleading clients. This ensures your song list remains an accurate representation of what you can deliver, ultimately building trust with potential clients.*

*In short, a well-maintained song list is a win-win for both you and your clients!*

### **How can my band remove or add songs from the songlist?**

*If you have a few songs you want to add or remove, you can email the [Roster Coordinator](#) to make those updates. If you have a **large** update the best way to submit and update would be using the steps below:*

1. Go to your band's page on the SH website <https://www.samhillbands.com/bands>
2. Download the current version of the songlist as a **csv**:
3. Open the csv file
  - a. Type **DELETE** in the column next to any song you want removed.
  - b. To **ADD** a song, create a new row, fill in the **name of the song** and **Artist**. Type **ADD** in the column to any song you added.
4. Send it to the [Roster Coordinator](#)

*When Sam Hill updates your list you'll be notified via email. If you want to use a PDF on your band's website(s) you can then download the pdf file from the site. That way the Sam Hill site and a band's site will always be in sync.*

### **I need to discuss my pricing**

*And we're happy to discuss this with you! Please reach out to your RRM and we'll take a look at some reports so we can have an informed discussion.*

## **I need help reminding my band members (and subs) about Client Best Practices. What can I send them?**

*Awesome! Taking the time to master Client Best Practices is a surefire way to rock those upcoming gigs. To make sure everyone's on the same page, check out these helpful resources:*

- [Client best practices Meeting Agenda for bandleaders](#)
- Video: [Client Best Practices from bandleaders to their band members](#)
- Document: [Client Best Practices from bandleaders to their band members](#)

## **How do we get drinks without hitting the bar?**

*Be a Band Buddy, Not a Barfly: Spring and Summer is top event season, and staying hydrated is key! But even if you're just grabbing "water" or a "seltzer," some venues and planners might perceive trips to the bar as "hitting the bar". Here's how to be a band buddy:*

- **Communicate:** Leading up to the event and before you hit the stage, clarify water needs with the client, planner and/or venue.
- **Stock Up:** Bring reusable water bottles for the band. Fill them up before arriving and keep them stocked at a designated spot.
- **Hydrate Smart:** Drink plenty of water before the event to avoid frequent trips.
- **One Person, One Trip:** Designate one band member to grab water for everyone, minimizing bar traffic.

## **How can I can better prepare myself and my band for traveling in inclement weather?**

*The East Coast can experience a wide range of weather conditions, from scorching summers to frigid winters. As a band, it's essential to be prepared for any weather event to ensure a smooth and safe travel experience. Here are some tips for weather preparedness:*

### **1. Stay Informed:**

- **Monitor Weather Forecasts:** Keep an eye on local and regional weather forecasts before and during the event.
- **Check for Alerts:** Be aware of any severe weather warnings or advisories.
- **Download Weather Apps:** Use reliable weather apps for real-time updates and alerts.
- **Reach out to your event's booking manager or Relationship Manager:** Stay in touch with us regarding the events you're concerned about and we'll talk it out.

## **2. Pack Accordingly:**

- **Versatile Wardrobe:** Pack clothing that can be layered to adjust to changing temperatures.
- **Essential Gear:** Include rain gear, sunscreen, sunglasses, and a hat in your travel bag.
- **Emergency Supplies:** Pack a first-aid kit, flashlight, and batteries and keep them in your vehicle.

## **3. Plan for Extreme Weather:**

- **Heat Waves:** Stay hydrated, avoid direct sunlight, take frequent breaks and bring personal, battery-operated fans.
- **Hurricanes and Tropical Storms:** Monitor storm paths and be prepared to discuss adjusting travel plans with your event contacts and Sam Hill.
- **Cold Weather:** Dress in layers, stay warm, and be aware of the risk of frostbite and hypothermia. While you may be okay when you get to an event, if your car/van breaks down on the way \*knock on wood!\* you'll want to make sure you can sustain a few hours before help can get to you.
- **Winter Storms:** Be aware of road conditions, plan for delays, and have emergency supplies on hand.

## **4. Vehicle Maintenance:**

- **Winterize Your Vehicle:** Ensure your vehicle is equipped for winter driving, including snow tires and antifreeze.
- **Check Tires:** Regularly check your tire pressure and tread depth.
- **Maintain Your Vehicle:** Keep your vehicle in good condition to avoid breakdowns.
- **Accessory Equipment:** Keep portable air compressors, portable car battery charger and jumper cables.

## **5. Emergency Preparedness:**

- **Know Your Route:** Plan your route in advance and be aware of alternative routes in case of road closures.
- **Have a Backup Plan:** If weather conditions make travel unsafe, have a backup plan in place, such as finding alternative accommodations or rescheduling your tour.
- **Stay Informed:** Follow local news and emergency alerts for updates on weather conditions.

- **AAA Membership:** Consider joining AAA for roadside assistance and other travel benefits, which can be especially helpful during severe weather conditions.

## Policies & Agreements

### Where can I find information on the Client Service Policy?

We're so glad you asked! You can find it by going to the link here: [The Sam Hill Handbook for Bands](#)

Want to make sure all band members (and subs) are on the same page for upcoming gigs? Revisiting Client Best Practices to keep those happy clients rolling in is important! Checkout these helpful resources:

- [Client best practices Meeting Agenda for bandleaders](#)
- Video: [Client Best Practices from bandleaders to their band members](#)
- Document: [Client Best Practices from bandleaders to their band members](#)

### Where can I find my Representation, Loan, Production, Materials Proposal Agreement(s)?

You will receive a signed copy in your inbox once executed. We will also keep a copy on file and is available upon request.

### We have some other expenses this month and I need to request that Sam Hill skip a deduction repayment from our next event. How can I do this?

The best way to request to skip a deduction is to email your Relationship Manager. From there we'll ask Accounting and the Director of Roster Development to approve the request.

### How do I change my direct deposit information?

The best way to request to update your direct deposit information is to email your Relationship Manager. From there we'll put you in touch with Accounting to make the updates to your banking information.

## Driver Safety

Fatigue while driving can have devastating consequences, and it's something we must take very seriously. To prevent accidents, The Roster Team has compiled this [comprehensive safety guide](#) to educate and equip you with tools and guidelines.

Please review this carefully and implement these recommendations on the road. Your safety, and the safety of everyone in the band, is of the utmost importance.

*\*Let's work together to honor the memory of our lost band members Nathan Harris and Joe of Lucky Pocket by prioritizing safety on the road.*

## Media

### Should I tag Sam Hill in social media posts or stories?

*An emphatic YES! Please tag @samhillentertainment and our social media team, [Mo Social](#) will repost this as a story and use it for content in a future calendar.*

### Where do I send photos and videos from events?

*When you receive photos and/or videos from events, you can submit materials to the Roster Coordinator. They will file, make note of the materials and may submit this to Sam Hill's social media team for posting.*

### What are some helpful Social Media Tips?

#### ***Content is King (and Queen):***

- ***Hook 'em Fast:*** Attention spans are short. Utilize platforms like TikTok and Instagram Reels to grab attention in the first few seconds with catchy snippets of your music, live performances, or behind-the-scenes jams.

***Be Yourself (or Your Brand Self): Let your personality shine through!***

- **Authenticity Matters:** People connect with genuine voices. Show your brand personality and what makes you unique.
- **Maintain Brand Consistency:** While being yourself, keep your overall tone and visuals consistent with your brand image.

### **Post Consistently: Don't be a ghost!**

- **Be Timely:** Post consistently! Post consistently! Post consistently! Even if you can't post daily, aim for consistency.

### **Promote yourself!**

- **Collaborate with other musicians, planners, venues, photographers:** Partner with other industry professionals for shoutouts or joint promotions, leveraging each other's audience.

### **Know Your Audience**

- **Use Relevant Hashtags:** Use popular hashtags to increase your reach and connect with your niche. But don't go overboard – stick to a handful of relevant ones. #aSamHillBand

## **Event-Specific Questions**

### **What happens after a client contacts Sam Hill?**

We're so happy you asked! You can take a look at [The Path](#) which represents the life cycle of each event at Sam Hill which all Clients and Performers go through.

### **What emails will I get from Sam Hill and when?**

Great question! Our automatic emails are designed to keep you informed throughout "The Path" (our booking process). You can find out more about each email and its purpose here: [The Path](#).

### **I received a Performer Itinerary Email, now what?**

The client has been sent the contract and information on how to submit the deposit to finalize and secure the date. They have 7 days to sign the contract (or 15 days if they're a corporation

*or organization) and submit a 50% deposit via echeck, credit card, or physical check. If the client doesn't sign or submit the deposit within 7 days (or 15 days respectively), on the day after their due date they will receive an automatic email reminding them to do so. If they still haven't submitted a signed contract and/or a deposit our Event Support will call, email and/or text the client until the contract and deposit have been submitted. In some instances the client will decide not to move forward with the band and you will be notified of this via email by the Manager who booked the event.*

*Once a contract has been signed by the client, the Band's Contract Contact will receive an email asking them to countersign the agreement. Ideally the contract is signed ASAP. On the 4th day, the Band's Contract Contact will receive a reminder email.*

### **I was sent a venue form directly, now what?**

***ALL venue forms should be sent to the [Event Support Manager](#) for review. Event Support will fill out the form on your behalf, send it to the Band's Contract Contact for signature and then send it back to the venue on the band's behalf.***

### **I was requested to provide a Certificate of Insurance, now what?**

***Forward this request to the Event Support Manager to manage. On the band's behalf, Sam Hill provides a general liability policy (\$1MM/occurrence; \$2MM aggregate) but can accommodate specific insurance requests as necessary. The Event Support Manager will secure the COI and send it to whomever requested it.***

### **What happens when I send Sam Hill a review from an event?**

*When you submit a review to the manager that booked your event, they will send this information to your RRM and Roster Coordinator and we'll post the review to your site.*

### **The client is asking about adding additional instruments, time or a service that wasn't previously quoted, what's the plan?**

*These requests come up often after Handshake. Please send any of those requests to the booking manager that booked your event. They'll get the numbers straight, add it to the contract and make sure it's reflected accurately to the client for final payment.*



## Where can I find information on Venues where I'm booked?

*As a band in the private event industry, it's crucial to familiarize yourself with the venue requirements for each gig. These requirements can vary significantly from one venue to another, so it's essential to review them carefully to ensure a smooth and successful performance.*

### Where to Find Venue Requirements

- **Performer Itineraries:** Your emailed itineraries should contain essential information about the venue, including any specific requirements or restrictions (if there are any).
- **Event Profiles:** The Event Profile for each gig will also outline the venue's requirements or information sheet (if there is one).
- **Venue Contact:** Sometimes venues have not shared with us (or they may not have) venue guidance. Please contact the venue in advance of an event to ensure a smooth arrival, time-onsite and departure.

### Key Information to Look For:

- **Load-in and load-out times:** Ensure you have enough time to set up and break down your equipment.
- **Parking and access:** Understand the parking situation and any access restrictions.
- **Backstage/greenroom facilities:** Be aware of the available amenities and any requirements for backstage staff or equipment.
- **Technical requirements:** Familiarize yourself with the venue's power and stage setup.
- **Rules and regulations:** Adhere to any specific rules or regulations imposed by the venue.

### Why Venue Requirements Matter

*By carefully reviewing and following venue requirements, you can:*

- **Avoid unexpected issues:** Prevent delays or problems that could disrupt your performance.
- **Ensure a smooth event:** Contribute to a successful and enjoyable experience for both you and the client.
- **Maintain a positive reputation:** Demonstrate professionalism and reliability by adhering to venue guidelines.

### Need Assistance?

*If you have any questions or need help navigating venue requirements, don't hesitate to reach out to the Sam Hill team. We're here to support you and ensure a successful performance.*

## **The Hub**

### **What happens if the client hasn't filled out their Event Profile?**

*We'll be putting you in touch with the client 45 days prior to the event. Prior to this date, Sam Hill has encouraged the client to fill out the Event Profile in order to better facilitate conversation with the band, however this doesn't always happen. In your communication with the client, please encourage them to fill out the Event Profile. If the client has not/will not complete their EP and the event is coming up, it is your responsibility to gather the information and complete the EP on their behalf. This is important so there is a record of what has been discussed/decided regarding the event.*

### **What type of notes show up in the Agency Notes field in the Hub?**

*You would expect to see information that the Client Team thinks will be helpful to the band but that doesn't necessarily make sense for the client to see. Agency notes also appear on performer itins. Examples:*

- Heads up about the planner/venue (The venue contact is very particular, be mindful of the details.)*
- Venue specific information (Don't drive on the grass or You're playing under a tent on the lawn)*

### **If a client has filled out the Event Profile, a band has accepted the EP, and then a client uploads a new timeline, will I be notified?**

*Yes! Once a band has accepted an EP, and then a client uploads a new timeline, the band members who have access to the hub would be emailed that a change has been made to the EP.*

### **I have questions about The Hub!**

*You can find more information about how to use The Hub and [Hub-specific FAQs here](#). Still have questions? Please reach out to your RRM.*

---

## **General Questions or Feedback?**

We're happy to address them! Please email [roster@samhillbands.com](mailto:roster@samhillbands.com).