

Personnel Standards

We started DJ Gemini Communications because we love to play music and entertain. We take great pride in our work. **We strive to make each performance our best.** Whether playing for a large formal gathering or a small backyard party, we treat every event with the professional courtesy and attention that it deserves. **To ensure this, we have written formal standards for our staff** (*many of these standards are to guard against complaints people have about unprofessional DJ services--our company has not experienced any of those problems in the past, and these standards help to ensure that they won't happen in the future*):

To ensure quality service to our customers, all DJ Gemini staff must meet or exceed the following additional standards:

- Appearance must always be professional and clean-cut. In addition to proper professional attire (**clean, neatly pressed, and not torn**) this means:
 - Hair must be neat (*preferably short*).
 - Earrings (if worn) must be small and unobtrusive.
 - Visible tattoos and body rings (other than earrings) are not permitted (*remove visible rings/accessories from body piercings before traveling to the event*).
 - Men with mustaches and/or beards must keep them short and neatly trimmed. All other men must be clean-shaven.
 - For loading in/out before/after the party, everyone must come dressed in DJ Gemini polo shirts (*supplied by the DJ Gemini office*), clean/neat (not torn) blue jeans or slacks, socks, and sneakers or boots. In cold weather, turtleneck shirts may be worn under the polo shirts, and jackets may be worn over them.
 - Since we almost always wear black pants during the party, black socks and black shoes must be worn to match (*unless told otherwise*).
 - Short skirts or "skimpy" outfits are not permitted. Shorts are generally not permitted (*unless told otherwise*). Pants must be worn properly fastened at the waist--pants are not permitted to fall or be worn below the waist.
 - Shoes must be polished (they should not appear scuffed or worn).
- Switch cell phones and pagers to vibrate or silent mode (*if not possible, turn them off*) and put them away/out of reach for the duration of the event (*so as not to be distracted by them*).
- Do NOT accept tips from guests for playing specific songs or doing specific things. Respond to the guest by saying something like "We'll be happy to play any APPROPRIATE requests that you have. Your tips are not needed."
- NEVER use any kind of foul language, off-color humor, or racist/bigoted language or gestures (*not even between ourselves*) while at the venue (*including during setup and breakdown*). This includes not making negative comments about anyone's choice of music. Our parties must ALWAYS be fully friendly to FAMILIES of all ages, races, colors, religions, sexes, sexual orientations, etc. Even if a guest (or client) uses any of this kind of language, we must be careful not to.
- Do not drink alcohol before or during the event.
- Always be friendly, open, and respectful to guests, clients, and any other professional staff at the event (*even if one of these people are being abusive to us*).
- Whenever reasonable, the client MUST be considered to be RIGHT even if we disagree (*it's OK to explain why we think a choice is bad, but if they insist we should obey*).
- Do not "hit on" or try to "pick up" people at the event. We are there to entertain, not to arrange dates.
- Cooperate with venue staff. There's a tight line to walk here. If the banquet manager requests something that is at odds with the customer, we will need to try and work it out between them. If that is not possible, the MC/DJ will choose (on a case-by-case basis) which one to side with.
- Allow sufficient travel time so that you arrive at the designated meeting location (office or event site) at the designated time. If you get stuck in traffic, call either 866-857-8904 / (313)769-5048 (office) or (313)550-5685 (Chip's cell phone) to alert us.

These standards help to ensure that our clients consistently get the **professional** service they deserve.