

Overview

This Standard is about providing technical, hospitality and administrative support to clients and colleagues in a post production facility. It requires showing initiative because in a pressured environment peoples needs must often be met without their having to make a request. It requires a professional approach to clients and talent who visit the facility. This Standard should apply to anyone who is involved with supporting clients and colleagues in post production facilities.

Performance criteria

You must be able to:

1.
anticipate and identify what clients and colleagues will need
during work sessions using information from reliable sources
 - 1.1 communicate with clients in ways that put them at ease and

Knowledge and understanding

You need to know and understand:

1.
the layout of the post production facility and how different locations and facilities are referred to
 - 1.1
personnel, their names and what they do
 - 1.2
how to introduce yourself to a client
 - 1.3
the range of needs that clients may have including information,

SKSPP23



Support clients and colleagues in post production facilities

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