

**Suggestions Developed during Discussion at:
When the Talent Goes Bad
IAAM's ICMC 2007, October 2007, Chicago, IL**

1. Know the history of the act. Contact the last venue that they played and find out what happened at that show.
2. Prepare for an artist that may call the fans down, warn the artist, and let them know of the consequences. Ask for this to be put in the contract, competition with venues sometimes causes this not to happen.
3. Limit the number of people that come in with the act. Back of the house can be a big problem.
4. Know the fan that will be attending the show.
5. Look at the consequences of alcohol to contributing to the problem.
6. If you are closing the beer stand, put a crowd management person at the end of the line to let the person that is approaching that alcohol sales are closed.
7. Put into the contract financial penalties for being late, getting on stage late is a crowd control problem.
8. Utilize only plastic cups not plastic bottles to alleviate problems of them being left on the floor or throwing them.
9. Communicate with the staff on any possible situation.
10. Know your resources, have all of the important phone numbers in the command center.
11. Make all those coming backstage go through metal detectors and present id.
12. Prescript announcements. Have them for weather, bomb threat, talent problems. Utilize "technical difficulty" to describe a problem while you are working out the issue with the talent.
13. Be prepared to create a script for events and have all information that fans may need to know. Refunds, what happened, how to exit, etc.
14. Never let anyone talk to the media about a talent issue. Utilize written statements in issues like this.