

Morgensterns Services for Clients and Fixers

GENERAL TELETEAM SERVICES	
What's your Teleteam number?	020 8681 0555
What are your Teleteam hours?	8am - midnight
Are you open seven days a week?	Yes
What are your electronic hours (logon & email)?	24 / 7 (teleteam@morgensterns.com)
Do you employ music graduates for your Teleteam?	Yes
How long have you been in business?	Since 1983
Can you provide references?	Please visit our endorsements page
Teleteam services for clients	
Do you always refer work, even where there are clashes?	Yes, and we leave relevant booking details on your answerphones
Do you chase clients until messages are picked up?	Yes, by phone, mobile, email, sms, and fax
Do you call fixers with client replies and queries?	Yes
Do you keep fixers updated on the progress of inquiries?	Yes
Do you provide CV services ?	Yes, advice, our CV app , and web profiles at morgensterns.com
Do you provide an online Client-Logon-Service?	Yes, at morgensterns.com
Can you email me a weekly calendar digest?	Yes, every Sunday, please call for details
Can you email me a year end accounts spreadsheet?	Yes, please call for details
Can I import my calendar into Apple iCal or Google Calendar?	Yes, we provide you with a .ics file to import into your application
Teleteam Statistics for Clients	
Which orchestras book through Morgensterns	Please visit our Orchestra tab at www.morgensterns.com
Teleteam services for fixers	
Do you contact fixers with client replies and queries?	Yes, always, unless asked not to.
Do you update fixers on the progress of their inquiries?	Yes, by phone, email, sms and online logon
How do you deal with complicated bookings like tours?	Teleteam, email & who's-doing-my-date-lists
How do I find out more about a client?	Teleteam & web profiles
Do you provide online Availability-Lists ?	Yes , instantly
Are your Availability-Lists designed for emergencies?	Yes, they can be uploaded instantly
Do you provide Who's Doing My date Lists?	Yes, they let us check who you have booked for a date
Do you provide an online Fixer-Logon-Service?	Yes (lets fixers follow the progress of bookings)
Do you charge fixers for your services?	No
Bookings & messages are delivered by	
email?	Yes
sms?	Yes
telephone & mobile?	Yes, and we leave relevant booking details on your answerphones
Do you leave booking details on Answerphones?	Yes, full details when possible
Teleteam statistics	
Who books through you?	please visit our Orchestra tab at www.morgensterns.com
WWW.MORGENSTERNS.COM	
Who is your web site designed to showcase?	You , our clients
Do you provide online Availability Lists?	Yes, instantly
Will my profile page be visible in google listings?	Yes, and usually near the top
Where are your client lists?	Please visit www.morgensterns.com

*Morgensterns Teleteam go to extraordinary lengths to contact players, and they keep me updated, by phone, mobile, e-mail, sms, and sometimes through another fixer I might be working for... **Paul Allen** (orchestral manager, ENB)*

Our Teleteam Services have been designed to offer Clients and Fixers choice

Can client profiles be viewed from your home page?	Yes
Are Availability Lists linked to client Web Profiles?	Yes, if a client has a web profile there's an automatic link
Will my Web Profile page be visible in google listings	Yes, usually near the top
What content can I add to my web profile?	
biography?	Yes
audio & video files?	Yes, including youtube links
discographies?	Yes
photo galleries?	Yes
recital and repertoire listings?	Yes
teaching experience?	Yes
Ensemble, Soloist & Teaching listings	
Do you provide listings for clients with chamber ensembles?	Yes
Do you provide clients with soloist listings?	Yes
Do you provide teaching listings?	Yes
Client and fixer logon	
Do you provide a client logon service?	Yes
Do you provide a fixer logon service?	Yes
Will you update my online diary for me?	Yes, <i>just email your diary to teleteam@morgensterns.com.</i>
Advice	
Do you provide CV services?	Yes, call our Teleteam or try our CV App at www.morgensterns.com
Help with CV preparation?	Yes, call our Teleteam or try our CV App at www.morgensterns.com
Help with a Cover Letter?	Yes, call our Teleteam
Do you provide Advisory articles?	Yes at www.morgensterns.com
Promotion	
Articles in trade publications including Classical Music	Visit our articles index
Web Profiles	Please visit www.morgensterns.com
Audition Masterclasses	
How do Audition Masterclasses work?	Please visit our Audition Masterclass tab at www.morgensterns.com
Did Morgensterns develop the Audition Masterclass project	www.morgensterns.com -> About AM (menu option)
Do the Musicians' Union support Audition Masterclasses	Yes, since 2013
Can I take part in Audition Masterclasses?	Yes
What do panelists think of Audition Masterclasses	www.morgensterns.com -> panelist comments (drop menu option)
What do participants think of Audition Masterclasses	www.morgensterns.com -> participant comments
Do I have to be a Morgensterns client to take part	No, any musician with professional orchestral experience can take part
To get the best from Morgensterns, please...	
include our Teleteam number on your phone and mobile answerphone messages, i.e. <i>for details of my work diary, please call Morgensterns on 020 8681 0555</i>	
add a postscript to all of your emails, i.e. <i>for details of my work diary, please call Morgensterns on 020 8681 0555 or by email at teleteam@morgensterns.com</i>	
include our Teleteam number with the phone numbers you provide to professional associations you are a member of, such as the Musicians Union and the ISM	
keep your Morgensterns-Diary up-to-date so that we have accurate diary information in front of us when we are speaking to fixers	

*I have had the pleasure of working with Morgensterns Diary Service for at least 20 years.
Without fail the Teleteam have been polite, highly efficient, accurate and responsive in all my dealings with them.
Andrew Chenery (Orchestral Manager, LPO, previously Orchestral Manager LSO)*

we Refer work & provide Availability-Lists & Live Diary Access at morgensterns.com