

**Brief/Description of work**

**8/7/08**

To produce a Call Centre recruitment programme which would be shown to Call Centre interviewee's either at passing the interview stage or day 1. The programme would show an overview of the call centre environment, with interviews with Managers, Team Leaders and Advisors to demonstrate the ups and downs of the job. A Suggested theme could be "A day in the life of..." following the Advisor through an average day. We would prepare a list of questions for each of the contributors to make sure we extract the right message. This would be cut together with general views of the call centre environment. The programme would be delivered on DVD and as windows media files. Recommended runtime approx 5 mins

All programme costs are for services described below. Any additional services will need to be costed and approved prior to the work going ahead.

**Description of services**

Pre-production

Prepare concept, conference calls/meetings with HR to understand the message, prepare list of questions and provide outline script. Planning & Production Management £1,300

Production

1 day Filming on location (9-4pm) General shots and interviews with Managers, Team Leaders and Advisors. Inc Producer, Camera Operator, Sound Recordist, equipment, travel (day before), accommodation, tape stock and expenses. Date TBA £3,750

Post Production

Log and capture all footage  
off-line editing of programme (draft for client approval)  
on-line editing of programme (finishing stage)  
Graphics, name/titles etc.  
Production music license £2,900

Output

Encoding programme as wmv for playing on laptops and web usage  
DVD Production and 10 copies

Timescales

Delivery approx 10 working days from engagement

**TOTAL      £7,950**

All costs are ex. VAT and valid for 30 days