

# Tessitura



**EUROPEAN  
CONFERENCE 2015**

**5 & 6 NOVEMBER  
NOTTINGHAM**

## **CUSTOMER SERVICE SURVIVAL GUIDE – PART 1**

**I'VE BEEN TOLD I NEED TO USE  
TESSITURA, WHERE DO I START?**

### **🎯 PRESENTERS**

**Hannah Jasper – Southbank Centre**

**Alistair Goddon – Royal Shakespeare Company**

**Chloë Hearne – Wales Millennium Centre**

### **🎯 CONTENT PLANNERS**

**Dawn Taylor – Theatre Royal, Newcastle**

**Chloë Shafto – Wales Millennium Centre**

# Southbank Centre



**Tessitura for Front of House**



# Southbank Centre 2014/15

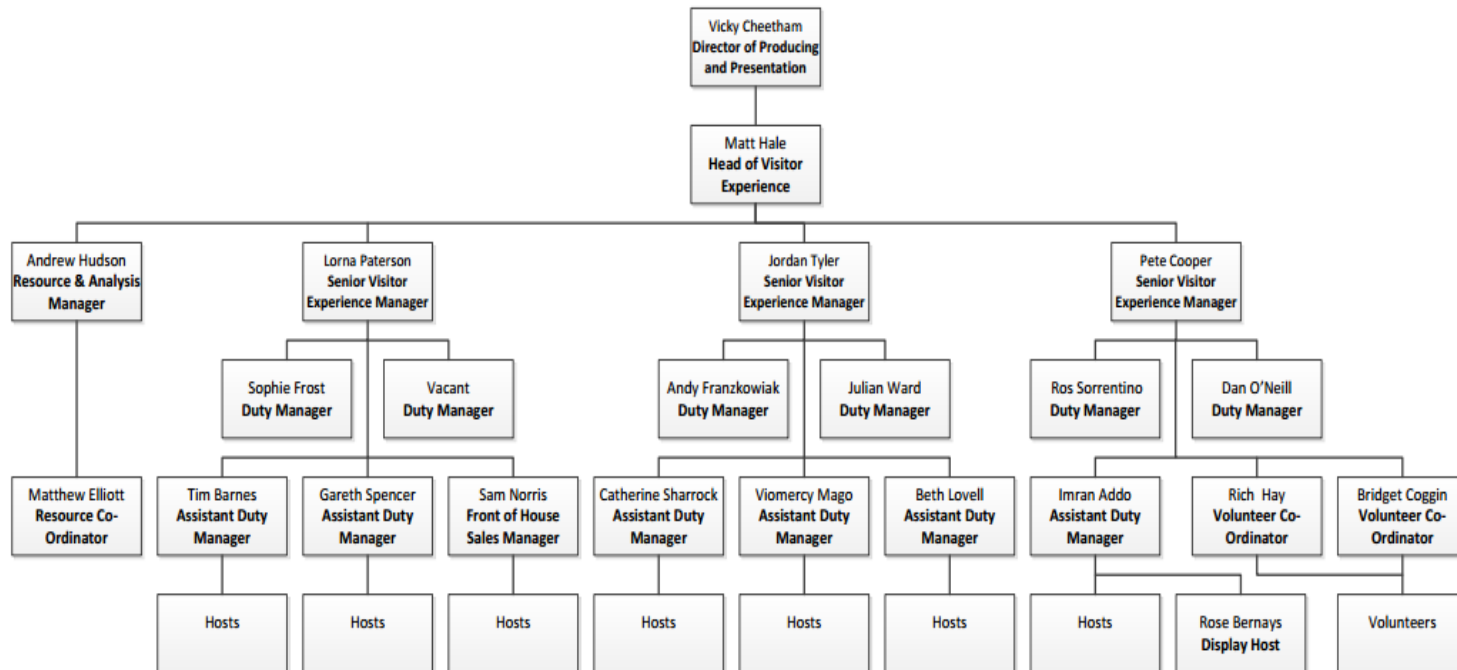
28 million Visits

12 Festivals

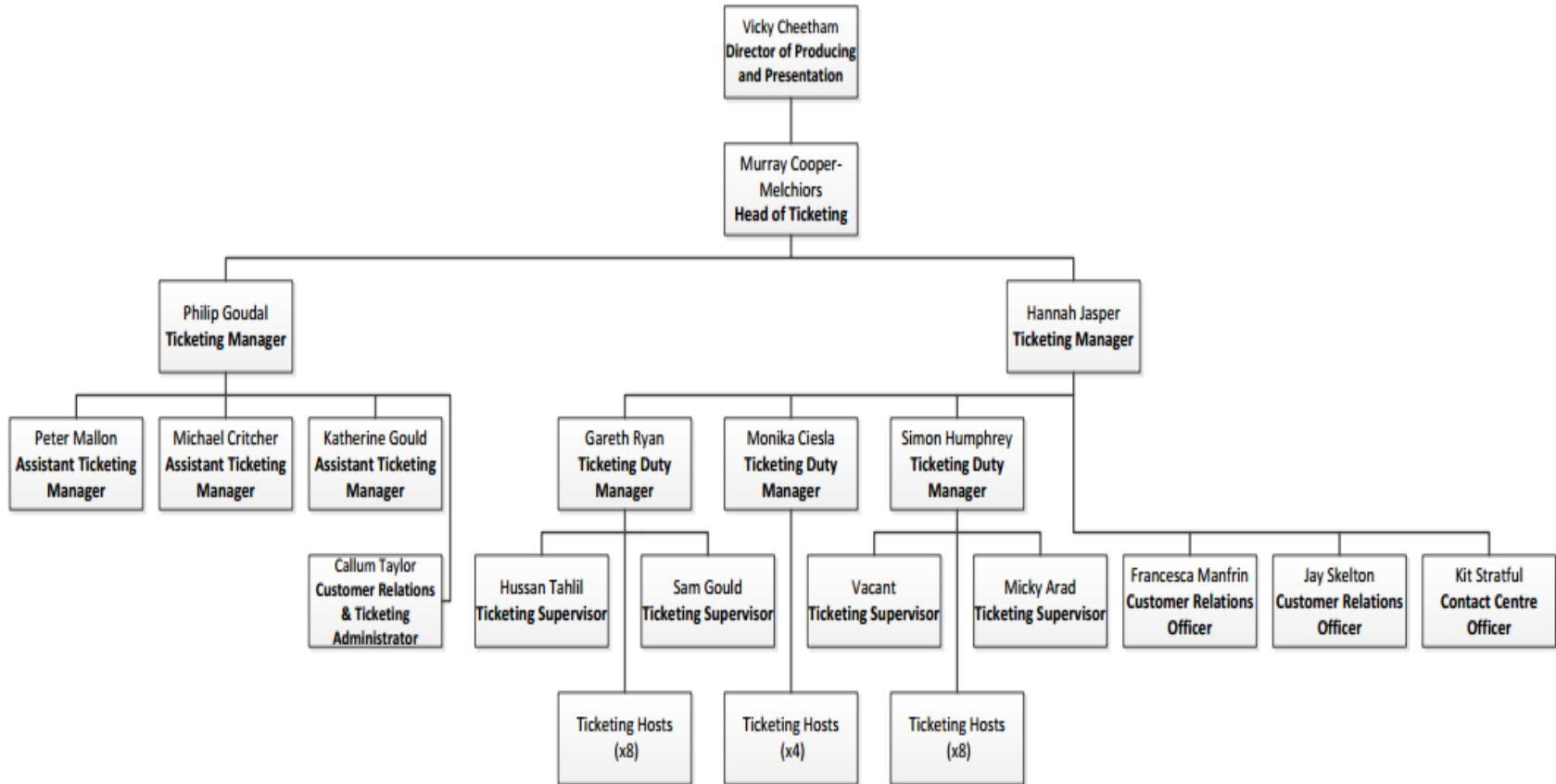
4,500 events

# Visitor Experience Team

## Visitor Experience



# Southbank Centre Ticketing Team



# Customer Relations

- Respond to and investigate escalated customer issues
- Contact customers about amends to performances
- Represent the customer's views within the organisation
- Report on customer feedback
- Constantly looking for ways to improve Southbank Centre's customer service

# What is a CSI?

CSI:  
Customer  
Service  
Issue

The screenshot shows a software application window titled "Tessitura Production Server SCSQLSERVER." with a menu bar (File, GoTo, Tools, Window, Help) and a toolbar. The main window is titled "Constituents - Mrs Daniela Uzel" and contains a "Customer Service Issue" form. The form fields are as follows:

- Constituent ID: 13235167
- Issue #: (empty)
- Issue Date: 02/09/2015
- Contact Method: Inbound Phone
- Activity Type: Guide Dog (dropdown menu is open showing options: (none), Guide Dog, Orientation, Other, SC Wheelchair Required)
- Owner: Daniela Uzel
- Urgent:
- Category: Access Requests
- Origin: (none)
- Season: SBC Season 15/16
- Package: (none)
- Notes: (empty text area)

Below the form is a "Reminders" section and an "Issue Actions" table with columns: User, Date, Action Date, Action, System Date, Resolved. At the bottom are "Add Action", "Save", and "Close" buttons.

User	Date	Action Date	Action	System Date	Resolved
------	------	-------------	--------	-------------	----------

# **CSI Access report**

Created by the Customer Relations Team

# **CSI Access report**

Created by the Customer Relations Team

Updated by the ticketing team

# **CSI Access report**

Created by the Customer Relations Team

Updated by the Ticketing team

Used by the Front of House team

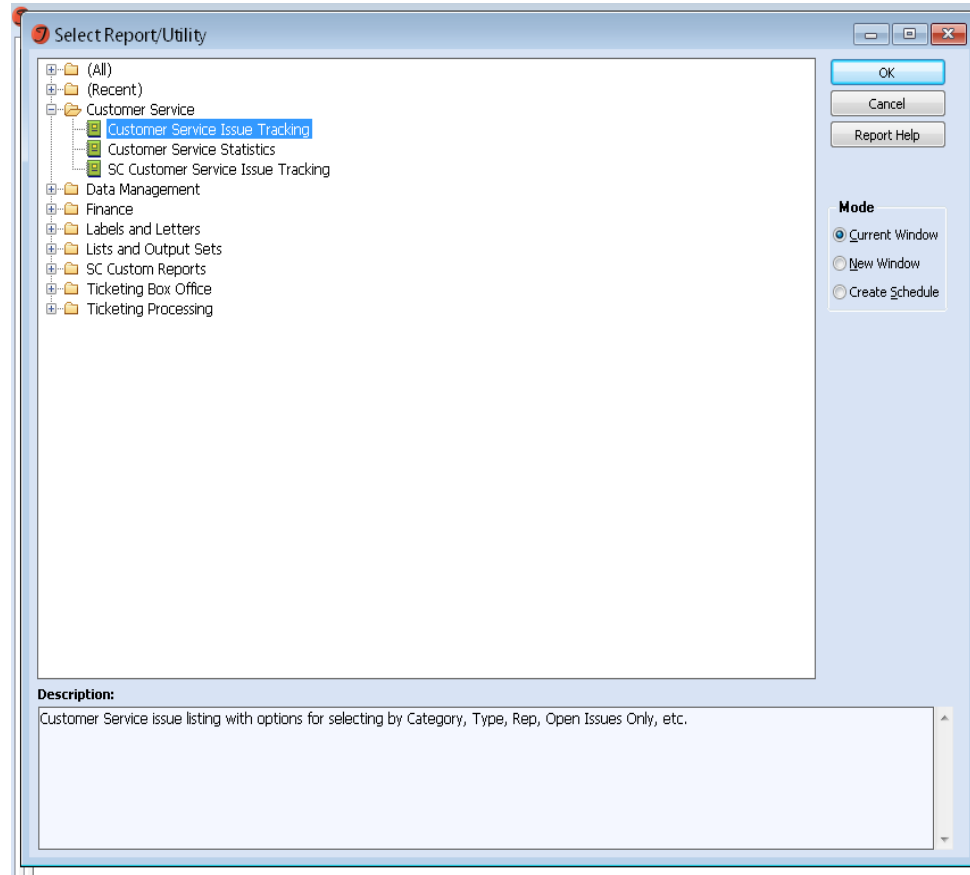
# Reporting

## Automatic:

Southbank Centre							Customer Service Issue Tracking	hjasper 02/09/2015 12:16 PM
								Page 1 of 5
<b>CSI Date Range:</b> 2014-01-01 -- 2015-09-01 <b>Contact Types:</b> Inbound Phone, Mail, Email, Personal Visit, Bank Notification, Via CEO, Duty Manager Report, Cancelled Event, Development, Artist, Promoter, Keep-in-touch Card, Mem <b>Categories:</b> Website, Retailers, Buildings_Facilities, Staff, Amendment, Positive Feedback, Membership (Operational), Programming, Latecomers, Marketing, Ticketing Operations, Cc <b>Activity Types:</b> (All) <b>Origin:</b> (All) <b>Created By:</b> (All) <b>Season:</b> (None) <b>Show Open Issues Only:</b> Yes <b>Show Action Steps:</b> No <b>Performance:</b> (All) <b>Sort Options:</b> Constituent <b>List:</b> (None)								
Const ID	Constituent Name	Date	Issue #	Category	Activity Type	Contact Type	Status	Created By
<b>Constituent ID: 15305248</b>								
15305248	Mark Knight	04/05/2015	52482	Other	Other	Email		N fmanfrin
<b>Origin:</b> <b>Perf:</b> <b>Pkg:</b> <b>Notes:</b> Location:RFH Date of Incident: 03/05/2015 Performance name: Laura Marling Brief Description: unhappy about people bringing their own food to Members bar Related docs: see gmail								
<b>Total for Constituent 15305248: 1</b>								
<b>Constituent ID: 13417740</b>								
13417740	Ms Gilly Angell	01/09/2015	53193	Buildings & Facilities	Parking	Email		N ctaylor
<b>Origin:</b> Logged <b>Perf:</b> <b>Pkg:</b> <b>Notes:</b> Location: N/A Date of incident: 01/09/2015 Performance name: N/A Brief Description: Customer unhappy with blue badge parking during closer of QEH car park Related docs: Yes								
<b>Total for Constituent 13417740: 1</b>								
<b>Constituent ID: 14023916</b>								
14023916	Mr SFS Arthur	26/08/2015	53178	Ticketing Operations	Policies	Email		N ctaylor
<b>Origin:</b> Logged <b>Perf:</b> <b>Pkg:</b> <b>Notes:</b> Location: HG Date of incident: 26/08/2015 Performance name: Carsten Holler Brief Description: Customer said thier child was refunded entry on the fact they were 14 years old, no age recommendation on web Related docs: Yes								
<b>Total for Constituent 14023916: 1</b>								
<b>Constituent ID: 10626504</b>								
10626504	Mr Chris Brown	24/08/2015	53159	Event Production	Acoustics	Email		N gskelton
<b>Origin:</b> <b>Perf:</b> 150820R7P Thu 20/08/2015 7:30 PM <b>Pkg:</b> <b>Notes:</b> Location: RFH Date of Incident: 20.8.15 Event Name: Atomic Bomb Brief Description: Sound Issues Related Docs: Yes								
10626504	Mr Chris Brown	24/08/2015	53158	Event Production	Other	Email		N gskelton
<b>Origin:</b> <b>Perf:</b> <b>Pkg:</b> <b>Notes:</b> Location: RFH and QEH Date of Incident: 22.8.15 Event Name: Atomic Bomb and Anna Calvi Brief Description: Start Times Related Docs: Yes								
<b>Total for Constituent 10626504: 2</b>								
<b>Constituent ID: 15268901</b>								
15268901	Mrs Janet Clark	19/08/2015	53133	Event Production	Other	Email		N hjasper
<b>Origin:</b> <b>Perf:</b> <b>Pkg:</b> <b>Notes:</b> Location: RFH Date: 18/8 Performance: estrella Brief description: lightig Related docs: yes								

# Reporting

Manually:



# Briefing Sheet

- All Duty Managers create a briefing sheet for each show.

# Briefing Sheet

- All Duty Managers create a briefing sheet for each show.
- Tessitura can help provide useful information for these sheets

VISITOR EXPERIENCE: DAILY BRIEFING  
XX XX 2015

# SOUTHBANK CENTRE

**ROYAL FESTIVAL HALL** 7.30pm

RADIO CHANNEL 15

DUTY MANAGER:	<input type="text"/>	AVEMs Experience: Sales:	<input type="text"/>	AVEM Ticketing:	<input type="text"/>
---------------	----------------------	--------------------------	----------------------	-----------------	----------------------

EVENT		Tickets Sold	<input type="text"/>
SALES TARGETS		Doors at	<input type="text"/>
		Start Time	<input type="text"/>
		Latecomers	<input type="text"/>
		Latecomers Level 3	<input type="text"/>
		Interval	<input type="text"/>
		End Time	<input type="text"/>
		Programmes	<input type="text"/>
		Wheelchairs	<input type="text"/>
		Drinks	<input type="text"/>
		Merchandise	<input type="text"/>
		Entry Leaflets	<input type="text"/>
		Exit Leaflets	<input type="text"/>
		Security	<input type="text"/>
		Filming/audio/photography	<input type="text"/>

## OTHER EVENTS ON SITE TODAY

Yellow Room	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

Name of supervisor

Interval and time

Wheelchairs

Show description

# Show Information

Order Details | Product Catalog | Seat Map | QuickSale | Order History

Memb Level:                      Next Perf:  
Last Contrib:                      Email:  
12 Month Giving:

Owner: <Gen.Public>    Source:    Solicitor: hjasper    Delivery: COBO    Hold Until: 00/00/0000  
Order #: 18716632    Date: 02/09/2015    MDS: Phone    Channel: Phone    PMT Schedule: No  
Initiator:    Category: (none)    Alt Address: No  
Notes:    Info

Line Items	Sub Line Items	Fees	Contributions	Custom Data								
Pkg Code	Perf Code	Description	Performance Date	Price Type	Zone	Pur	Pur Amt	Ret	Ret Amt	Std	AU	Sp Req
****	150902R7P	Sufjan Stevens	Wed, 02/09/2015 7:30 PM	Stan	A	1	30.00	0	0.00	1		

Extra Information

# Show Information

The screenshot shows a software application window titled "Order Details" with a "Sales Notes" dialog box open. The dialog box contains the following text:

**150924F8P Memory Point(s)**  
65mins

Onsale  
Members 10.08.15  
General 12.08.15  
£15, 50% Limited concessions  
Meet at Royal Festival Hall ticket desk 15 mins before performance.  
Not suitable for wheelchair access

The background window shows the following information:

**Order Details** | Product Catalog | Seat Map | QuickSale | Order History

Memb Level: | Next Perf: |  
Last Contrib: | Email: |  
12 Month Giving: |

Owner: <Gen.Public> | Held Until: 00/00/0000 |  
Order #: 18768389 | Schedule: No |  
Initiator: | Address: No |  
Notes: | Info

Pkg Code	Perf Code	Std	AU	Sp Req
****	150924F8P	00	0	

**Purchase** 0 0.00 | **Return** 0 0.00 | **Fees** 0.00 | **Contributions** 0.00 | **Total Amount** 0.00 | **Total Paid** 0.00 | **Total Due** 0.00

Buttons: Add, Delete, Unseatable, Prod Info, Spec Req, Best Seat, Price Dtls, Comp Rsn, Hotlist, Alt/Upgr

Package Details  Continuous Fee Calculation  Print Order Done Cancel Close

# Show Information

The screenshot shows a web application window titled "Tessitura Production Server SCSQLSERVER. - [Performance Information for 151022KS2]". The application has a menu bar (File, GoTo, Orders, Tools, Window, Help) and a toolbar with various icons. The main content area displays performance details for a specific event.

Performance	Code	Performance Date	Available	Performance Status	Facility
WHY - Thursday Schools Day K: 151022KS2	151022KS2	Thu, 22/10/2015 10:00 am	0	On Sale	Southbank Centre

**Performance Details**

Availability	Pricing	Performance Summary	Custom	Info
--------------	---------	---------------------	--------	------

**Language:** Default TR\_LANG  
**Composer:** Default TR\_COMPOSER,  
**Libretto By:**

**Synopsis**

Day one of <em>WHY?</em> festival's programme of events for schools and groups. <br/><br/>Through performances, workshops, talks and debates, <em>WHY? What's Happening for the Young</em> explores the right to freedom of expression, play, care, safety and access to arts and culture. <br/><br/>Inspired by the United Nations Convention on the Rights of the Child, the festival provides an empowering forum for children, young people and adults. It's an opportunity to learn about and celebrate young people's rights alongside artists, thinkers and social activists. <br/><br/>The events are aimed at students in Key Stage 2. <br/><br/>10am &ndash; 3pm <br/><br/>Foyer Spaces at Royal Festival Hall <br/><br/><strong>Tickets</strong> <br/><br/>£2 for under-18s <br/><br/>Free for accompanying adults <br/><br/>To book for this event contact the group bookings line on 0844 875 0070 or email groups@southbankcentre.co.uk. One adult is admitted free with one group of ten children, and each subsequent group of 12 children. <br/><br/>

Segment	Duration	Start	End	Keyword Category	Keyword
				Art Form	Education

# Show Information

Capacity

Total sales

Holdes

Tessitura Production Server SCSQLSERVER - [Performance Information for 151022KS2]

File GoTo Orders Tools Window Help

Performance Code Performance Date Available Performance Status Facility  
 WHY Thu 151022KS2 Thu, 22/10/2015 10:00 am 0 On Sale Southbank Centre

Performance Details Availability Pricing Performance Summary Custom Info

Category	Amount	Ticket Count	% of Capacity	% of Budget	Other Income	Total Income	Projected On	Amount	% Capacity
Capacity	£500	250							
Budget			90.1%						
Subscriptions			0.0%						
Single Sales	£4	2	0.8%			£4			
Discount		2	0.0%						
Other		0	0.0%						
<b>Total Sales</b>	<b>£4</b>	<b>4</b>	<b>0.8%</b>	<b>0.9%</b>		<b>£4</b>			
Variance to Budget									
Reserved/Unpaid		0	0.0%						
Holds		246	98.4%						
Lost to Discount	£4		0.8%						
Available		0	0.0%						
Comps		0	0.0%						
<b>Total Unsold</b>		<b>246</b>	<b>99.2%</b>	<b>110.1%</b>					
Attendance		0							
Collected Resv/Uns		0							

**Ticket Sales Summary**

Capacity Budget Actual Variance

90.1% Budgeted, 0.8% Actual  
 50 Days to Performance

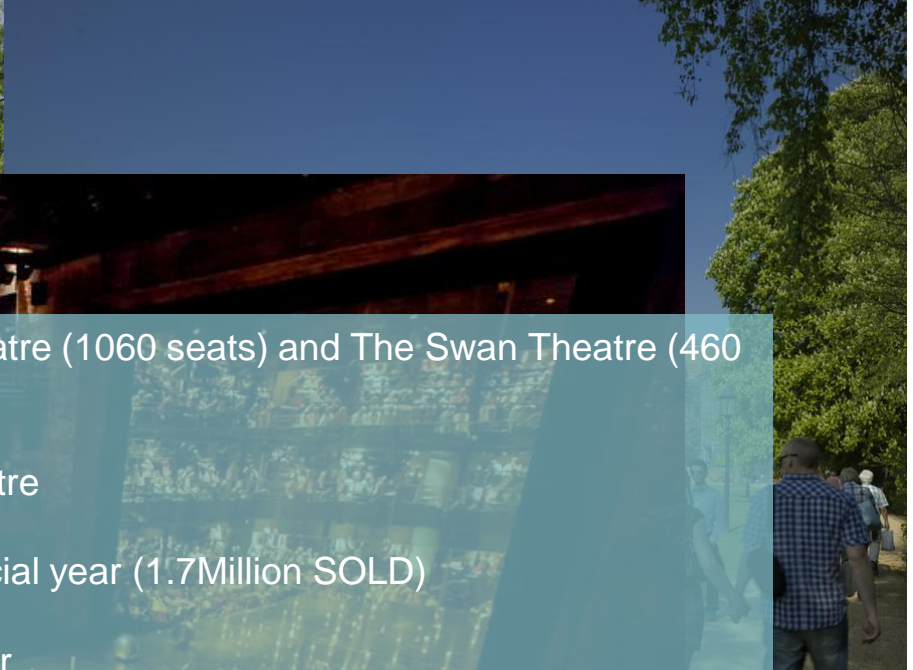
# Southbank Centre

Hannah Jasper

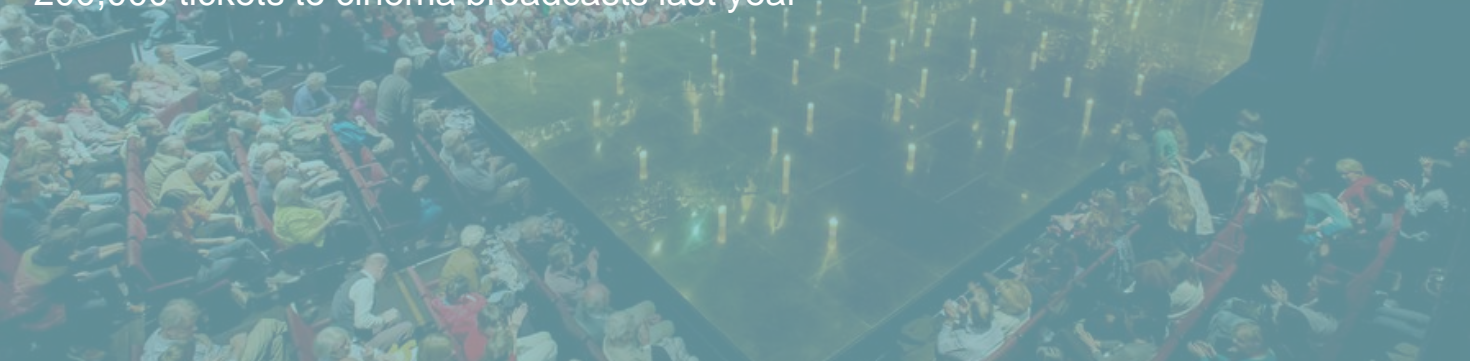
Ticketing Operations Manager

[hannah.jasper@southbankcentre.co.uk](mailto:hannah.jasper@southbankcentre.co.uk)





- Two auditoria - The Royal Shakespeare Theatre (1060 seats) and The Swan Theatre (460 seats)
- Open 364 days per year
- We are a visitor destination as well as a Theatre
- Half a million day visits per year
- 1.8 Million tickets issued worldwide last financial year (1.7 Million SOLD)
- 442,000 in Stratford last year
- 200,000 tickets to cinema broadcasts last year





Report: Performance Seating Book*			
<b>Mr Adrian Burgess</b>			
Value: £11.00	Paid: £11.00	Hold: 23/07/2015 00:00	
Stalls DOOR 1 L 4-5	2 Disability Rate		Ticketed, Paid
<b>Kingdon Theatre Group</b>			
<b>Mrs B Barrett</b>			
Value: £11.00	Paid: £11.00	Hold: 26/11/2014 00:00	
Invoice emailed 15/10 Emma. Resell F32			
Stalls DOOR 3 H 41	1 Disability Rate		Ticketed, Paid
Stalls DOOR 4 H 42	1 Disability Rate		Ticketed, Paid
<b>Mrs K Jane Le Mottee</b>			
Value: £11.00	Paid: £11.00	Hold: 23/07/2015 00:00	
4/10 waiting to hear if they would like Death of a Salesman (matinee - low numbers) or (evening - high numbers) request in Pending hbs			
Stalls DOOR 1 B 12	1 Disability Rate		Ticketed, Paid
<b>Ms V Elaine Peters</b>			
Value: £11.00	Paid: £11.00	Hold: 06/08/2015 00:00	
aware			
Circle DOOR 3 A 37-38	2 Disability Rate		Ticketed, Paid
<b>Miss Mandy Richardson</b>			
Value: £11.00	Paid: £11.00	Hold: 23/07/2015 00:00	
Stalls DOOR 6 A 79-80	2 Disability Rate		Ticketed, Paid
<b>Mr Michael P...</b>			
Value: £11.00	Paid: £11.00	Hold: 23/07/2015 00:00	
visually impaired would like to be moved closer if possible, ideally D row centre			
Stalls DOOR 5 J 66-67	2 Disability Rate		Ticketed, Paid
<b>Mrs P Patricia ...</b>			
Value: £11.00	Paid: £11.00	Hold: 20/06/2015 00:00	
Stalls DOOR 6 L 77-78	2 Disability Rate		Ticketed, Paid

Dr K#####, Stalls doors 1 & 2, back rows x 20 (Organiser H27)

Mr M##### is visually impaired; may need assistance down the steps and would like to move to a closer seat if possible

# RSC FOH Briefing sheet



Wednesday 5 <sup>th</sup> August 7:15pm	RST PRODUCTION Othello	Positions		RST DM Alistair Goddon
		1 <sup>st</sup> Half	2 <sup>nd</sup> Half	
Cloakroom	Nicky	N/A	D2/D2	HOUSE (1018):
Stalls Foyer *@	Ellen	D1 / O	D1 / D1	Stalls (506):
Stalls 1	Fiona T-U	O / D1	D3 / O	Circle (224):
Stalls 2	Nicola	D3 / D3	O / D3	Upper (278):
Stalls 3	Claire	D4 / D4	O / D4	Standing (10):
Stalls 4	Sue W	O / D6	D4 / O	
Stalls Roaming*	Susan	D6 / O	D6 / D6	
Circle Bridge (Prog)	Kath	CB / D1	D1 / CB	WHEELCHAIR SPACES
Circle 1 (Ices foyer)	Jenny J	D1 / CB	CB / D1	Stalls:
Circle 2 (Ice)	Toby	D6 / CF	CF / D6	Circle:
Circle Fountain *	Rebecca	CF / D6	D6 / CF	
Upper Circle Bridge (Prog)	Ben	UCB / D1	D1 / UCB	DM Seats:
Upper Circle 1 (Ice)	Hilary	D1 / UCB	UCB / D1	
Upper Circle 2*	John	UCL / D2	UCL / D2	Access Matters out on Cloakroom
Upper Circle 3	Claire-Louise	D2 / D2	Cloakroom	Latecomer screens volume
Riverside	Imogen P		Breaks	
Bancroft (Ice)	James M		Breaks	
Colonnade	Karen		Breaks	
		<u>Groups</u>		<u>Access</u>
		Dr K#####, Stalls doors 1 & 2, back rows x 20 (Organiser H27)		Mr M##### is visually impaired; may need assistance down the steps and would like to move to a closer seat if possible
*Does pre/post-show checks and radios on completion. @ If no Bancroft Stalls 1 does ices at interval				

	Riverside	Bancroft	Colonnade
<b>Pre Show</b>	<b>Door 6 Stalls</b>	<b>Centre stalls – Assist with seating</b>	<b>Door 1 Stalls</b>
1 <sup>st</sup> . As show starts	15 Mins	Help with L/C	Stalls 1
	<b>Latecomers</b>	<b>Latecomers</b>	<b>Latecomers</b>
2 <sup>nd</sup> Straight after L/C	Stalls 4	UC2	15 mins
3 <sup>rd</sup> After Changeover	Stalls Roaming	Circle 1	Stalls Foyer
4 <sup>th</sup> After Changeover	UC 3	Prepare ices	Circle 2
<b>Interval</b>	<b>Guard Door 5 vom</b>	<b>Sell Ice creams</b>	<b>Guard door 2 vom</b>
	<b>Latecomers</b>	<b>Latecomers</b>	<b>Latecomers</b>
5 <sup>th</sup> Before Changeover	UC1	Cash Up / Stalls3	Stalls 2
6 <sup>th</sup> After Changeover	UC Bridge	15 mins	Cloaks
7 <sup>th</sup> After Changeover	Circle Fountain	Cover Swan, if finished	Circle Bridge
<b>End</b>	<b>Guard door 5 vom</b>	<b>Assist Cloakroom</b>	<b>Guard door 2 vom</b>

# Thanks for listening

[alistair.goddon@rsc.org.uk](mailto:alistair.goddon@rsc.org.uk)



# Introduction to Front Of House (Part 1): I've been told I need to use Tessitura, where do I start?

Chloë Hearne  
Visitor Services Operations Manager  
Wales Millennium Centre

# About us

**Celebrated our 10<sup>th</sup> birthday**

**Donald Gordon Theatre | 1896 seats**  
**Hoddinott Hall | 350 seats**  
**Weston Studio | 250 seats**  
**Glanfa Stage | Free performance space**  
**Dance House | 100 seats**  
**Urdd Hall | 100 seats**

**Wales' No 1 most visited cultural visitor attraction**

**One of the UK's Top 10 cultural attractions (outside London)**

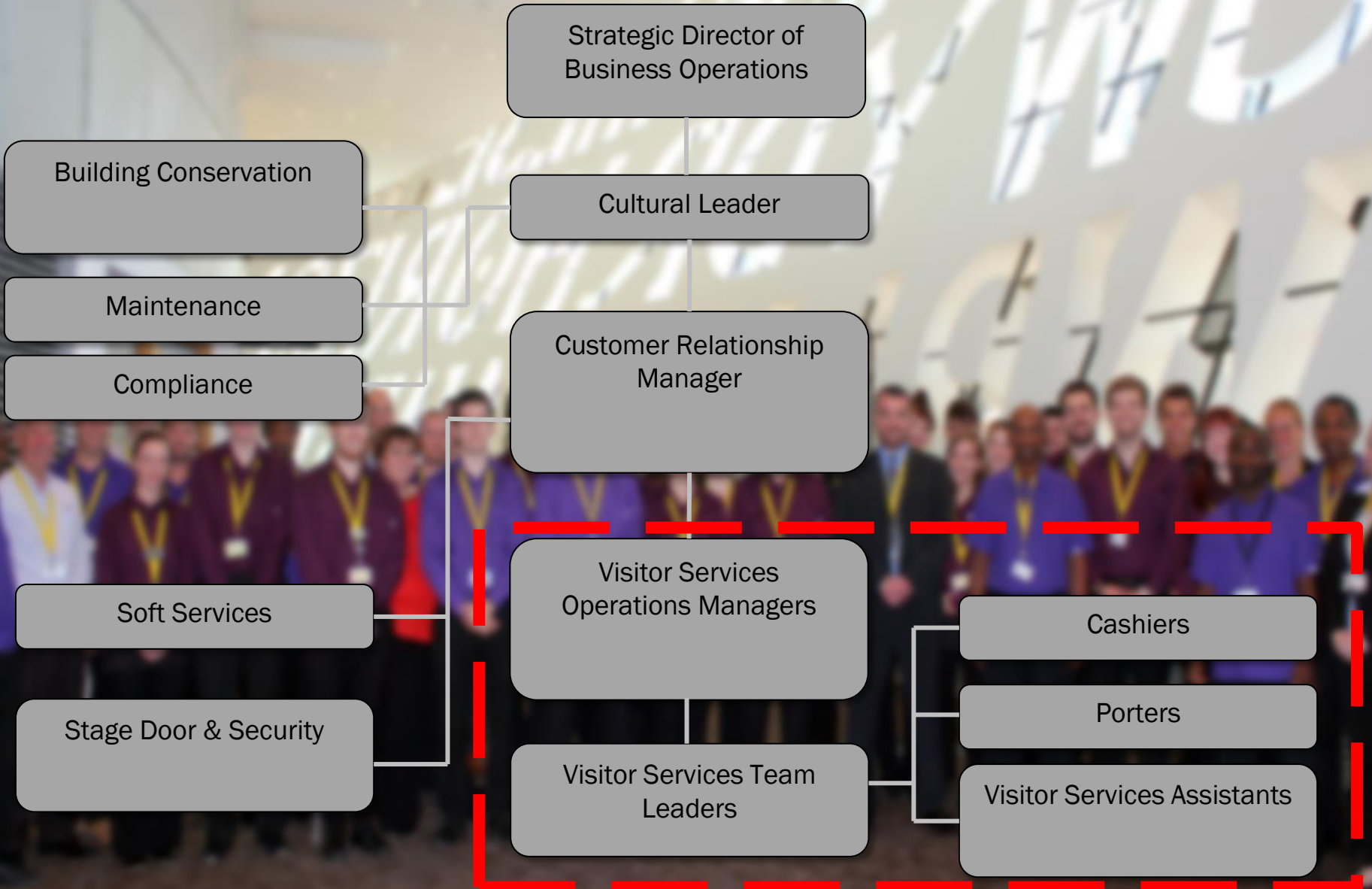


**Recruitment & Training**

**Reporting**

**Special Requests**

# Our team



# Recruitment & Training

Tailor-made training - our objective

- **Independently** troubleshoot customer issues
- **Accurately** report on sales
- Improve the operations of **performance management**
- **Enhance** daily briefings
- **Streamline** the customer experience
- Improve **continuity** and **accountability**



VIDEO



Recruitment & Training

Reporting

Special Requests

# Reporting

Why is reporting an **invaluable tool** for Front of House operations?

- Fast, easy to use and accessible
- Accurate and concise
- Improved communication and knowledge between teams
- Streamline customer service initiatives
- Scheduled reports to specific users

# Reporting

## Performance Numbers

Run by chearne on 13/08/2015 08:30:34

Parameter	Value		
Perf Code	Date / Time	Facility	Paid #
		Donald Gordon Theatre	1,734
		Donald Gordon Theatre	1,673
		Donald Gordon Theatre	1,745
		Donald Gordon Theatre	1,685
		Donald Gordon Theatre	1,752
		Donald Gordon Theatre	1,754
		Donald Gordon Theatre	1,738
		Donald Gordon Theatre	1,772
		Donald Gordon Theatre	1,750
		Donald Gordon Theatre	1,770
		Donald Gordon Theatre	1,764
		Donald Gordon Theatre	1,731
		Donald Gordon Theatre	1,771
		Donald Gordon Theatre	1,779
		Donald Gordon Theatre	1,749
		Donald Gordon Theatre	1,775
			27,942
<i>Report Totals</i>			27,942

## Performance Figures

- Filtered by performance date or production
- Total audience numbers including comps

# Reporting

## Pre-Order Ice Creams

- Available for Group Bookings (10+)
- Improved efficiency in stock management
- Enhanced customer service

Performance	Section	Row	Num	Price Types / Reasons	CONST ID	Const Name	Paid Amt
WMC Pre Order 2015 01/03/2015 07:30:00	Unreserved	A	1	Pre Order Ice Cream / Chocolate			£2.50
		A	2	Pre Order Ice Cream / Chocolate			£2.50
		A	3	Pre Order Ice Cream / Chocolate			£2.50
		A	4	Pre Order Ice Cream / Chocolate			£2.50
		A	5	Pre Order Ice Cream / Chocolate			£2.50
		A	6	Pre Order Ice Cream / Chocolate			£2.50
		A	7	Pre Order Ice Cream / Chocolate			£2.50
		A	8	Pre Order Ice Cream / Chocolate			£2.50
		A	9	Pre Order Ice Cream /			£2.50

# Reporting

## Disabled Car Park

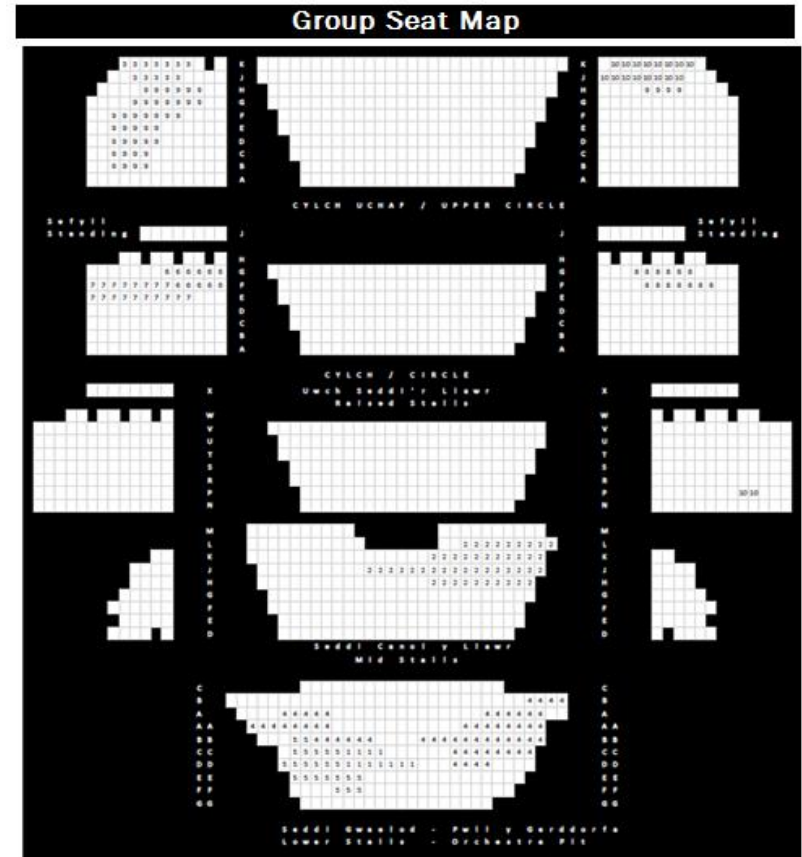
- Improved security procedures
- Enhanced customer service
- Accessibility
- Collaboration between teams

Production	Performance Details	Customer No	Order No	Order Date	Customer Name	Section	Bay	Telephone Number	Registration	Solicitor
WMC Disabled Car Park 2015	15CAR213 (Aug 1 2015 8:00AM)	717369	51055749	22/11/2014 10:55:25		Afternoon 12.30pm-5pm	B01			
		174001	51067790	26/11/2014 16:56:21		Afternoon 12.30pm-5pm	B02			
		104142	51099866	05/12/2014 15:55:20		Afternoon 12.30pm-5pm	B03			
		108050	51124696	13/12/2014 17:22:51		Afternoon 12.30pm-5pm	B04			
		339123	51145005	20/12/2014 11:58:22		Afternoon 12.30pm-5pm	B05			
		1172867	51150961	26/12/2014 17:09:24		Afternoon 12.30pm-5pm	B06			

# Reporting

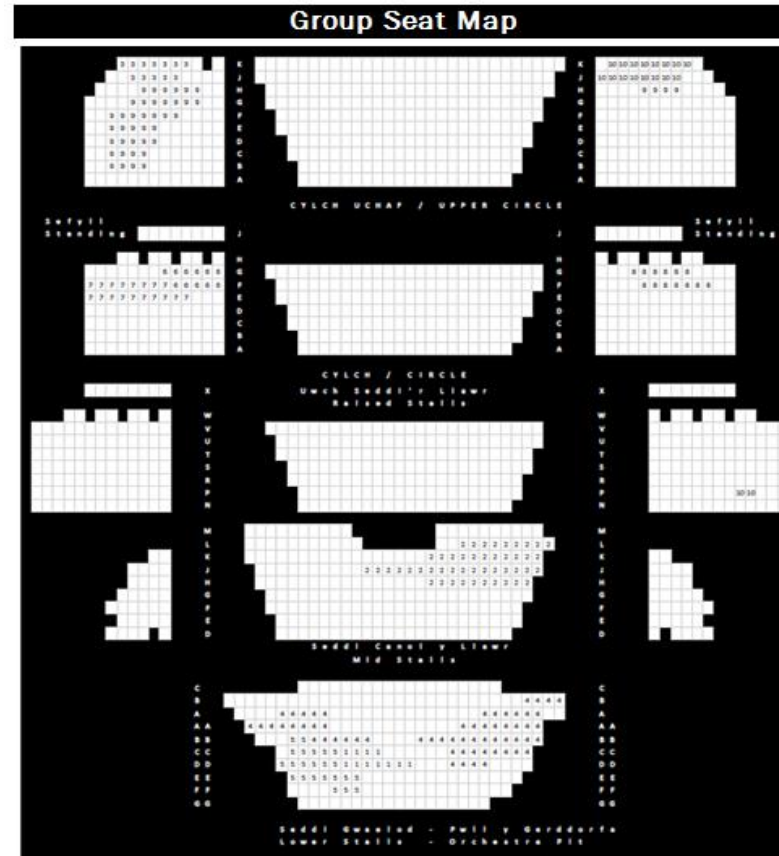
## Groups Seat Map Report

- Visual aid of seat map
- Contains name of group booker and number of patrons in party
- Typically used for matinee performances



Group Key	Order #: Customer Info	Number Seats
1	Order: 51069271 - Mrs Heather Falvey (28930)	11
10	Order: 51463006 - Superbreak Account (338719)	18
2	Order: 51069615 - Ms Claire Roberts (19235)	47
3	Order: 51082139 - Miss Johanna Poupon (496850)	12
4	Order: 51083158 - Mrs Lisa Phillips (108204)	61
5	Order: 51084230 - Ms Sharon Jones (168793)	23
6	Order: 51193573 - Ms Tina Richards (1176814)	11
7	Order: 51197746 - Mrs Samantha Matthews (263049)	18
8	Order: 51224683 - Mrs Andrea Jones (714959)	13

# Reporting



Group Key	Order & Customer Info	Number Seats
1	Order: 51069271 - Mrs Heather Falvey (20930)	11
10	Order: 51463006 - Superbreak Account (330719)	10
2	Order: 51069615 - Ms Claire Roberts (19235)	47
3	Order: 51002139 - Miss Johanna Poupon (496050)	12
4	Order: 51003150 - Mrs Lisa Phillips (100204)	61
5	Order: 51004230 - Ms Sharon Jones (160793)	23
6	Order: 51193573 - Ms Tina Richards (1176014)	11
7	Order: 51197746 - Mrs Samantha Matthews (263049)	10
8	Order: 51224603 - Mrs Andrea Jones (714959)	13



Recruitment & Training

Reporting

**Special Requests**

# Special Requests

**Ms Chloe Hearne**  
#806864  
#M#

Memb Level: Open CSI: Access: Next Perf: 31/12/2015 - ffresh Tour \ Email: chloehearne@yahoo.co.uk

Owner: 806864 Source: 12347 Solicitor: chearne  
Order #: 51597584 Date: 28/09/2015 MOS: WMC Phone room  
Initiator:

Special Requests  
Plg code : \*\*\*\*  
Perf code : 15SHREK05

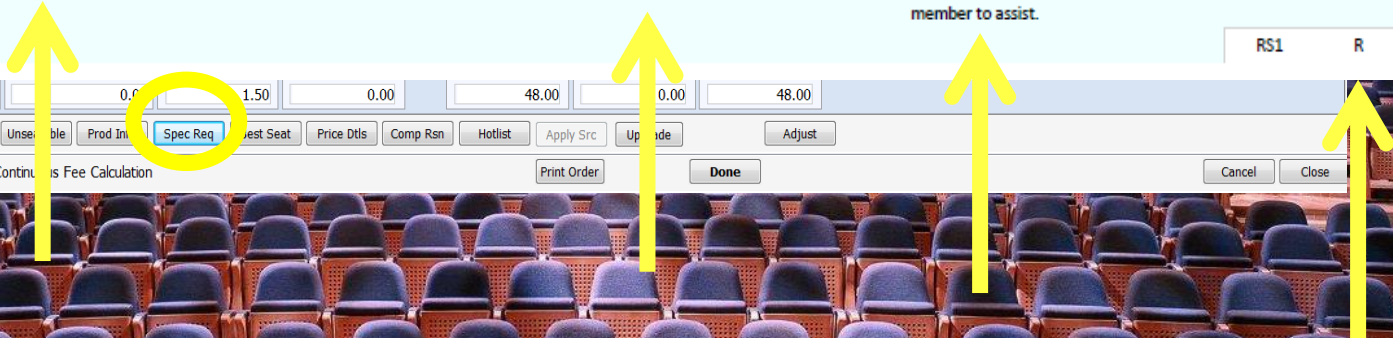
Parameter	Value
Report Mode	Special Request
Season	2015 WMC DG Season
Production Season	Shrek
Individual Performances	Dec 11 2015 7:00PM 15SHREK05
Performance Start Date	
Performance End Date	
Category	(None)
Detail	Detail
Status	(None)

Performance	Performance Date	Order number	Constituent ID	Name	Wheelchair required?	Category	Additional Information	Zone	Seat Row	Seat Number
15SHREK05	11/12/2015 19:00	51597584	806864	Chloe Hearne		WMC Assistance dog	Patron attending with assistance dog. May require staff member to assist.	RS1	R	50

1 46.50 0.00 1.50 0.00 48.00 0.00 48.00

Add Delete Unselectable Prod In **Spec Req** Best Seat Price Dtls Comp Rsn Hotlist Apply Src Update Adjust

Package Details  Continous Fee Calculation Print Order Done Cancel Close



# Special Requests

What is so **special** about special requests?

- Existing feature of Tessitura
- Report contains order number and **seat number**
- **Defined categories** with room to add notes
- Categories can be **updated by FOH**
- **Quick** and **efficient** to use

ble Prod Info Spec Req Best Seat Price

Zone	Seat Row	Seat Number
RS1	R	50

WMC Assistance dog  
WMC Assistance request  
WMC Bar chair  
WMC Duty Manager visit  
WMC Headset request  
WMC Special Occasion

# Looking forward

- Analysis
- Collaboration
- Tracking availability of special requests
- Automatically generate a CSI when adding a special request
- Recording service use
- Special Occasions

Diolch / Thank you



**Chloë Hearne**  
Visitor Operations Manager  
[chloe.hearne@wmc.org.uk](mailto:chloe.hearne@wmc.org.uk)

# Questions?



Hannah Jasper  
Southbank Centre



Alistair Goddon  
Royal Shakespeare Company



CANOLFAN  
MILENIWM  
CYMRU  
WALES  
MILLENNIUM  
CENTRE®

Chloë Hearne  
Wales Millennium Centre

# Jessitura



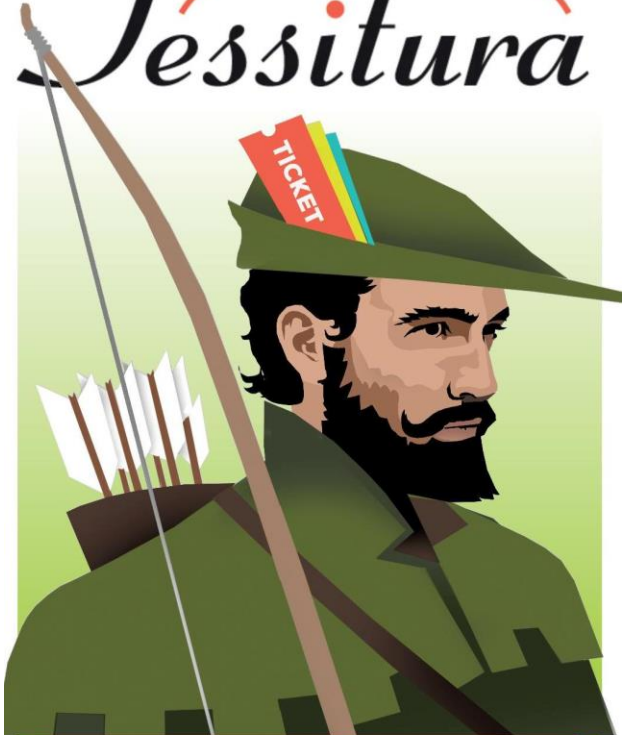
**EUROPEAN  
CONFERENCE 2015**

**5 & 6 NOVEMBER  
NOTTINGHAM**

## QUESTIONS?

- Please tell us who you are and where you are from.....

# Jessitura



**EUROPEAN  
CONFERENCE 2015**

**5 & 6 NOVEMBER  
NOTTINGHAM**

## WHATS NEXT?

### 🕒 BREAK 12 NOON – 12.15PM

You will find refreshments in or near all conference rooms, we suggest that you find a drink at your next session location.

### 🕒 NEXT SESSION : 12.15PM – 1.15PM