

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

CUSTOMER SERVICE SURVIVAL GUIDE – PART 2

Ground control to Major Tess!

🎯 PRESENTERS

Holly Clarke : Royal Shakespeare Company

Ryan Mason : Royal Shakespeare Company

Jonathan Thompson : Birmingham Hippodrome

Chloë Hearne : Wales Millennium Centre

Chloë Shafto : Wales Millennium Centre

🎯 CONTENT PLANNERS

Geoff White : Royal Albert Hall

Chloë Shafto : Wales Millennium Centre



How CSIs are used to provide a quicker & individual response to visitors

Holly Clarke

Visitor Experience Co-ordinator

7 years with the company

How Tessitura is used to improve 'on the floor' Customer Service

Ryan Mason

House Manager

2 and half years with the company

Front of House

- Over 60 Front of House Assistants
- 8 Duty Managers
- One day over 29 FoHAs will be working
- Royal Shakespeare Theatre auditorium = **1061**
- Swan auditorium = **461**



How CSIs are used to provide a quicker & individual response to visitors

Holly Clarke

Putting the audience at the heart of what we do

- Welcoming and recording feedback for over 7 years
- Originally on Excel

| COMPLAINTS | | | | | | | | | | | | | | |
|------------|---------------------|----------------|-----------|--------|---|------------|---------------------|--------------------------|---------------|-------------------|---|----------------------------------|------|--------|
| Access | Box | Catering | Courtyard | RSC | Events | Fo | Marketing/W | Productio | Shops/program | School chn / educ | Seatin | Toilet | Tour | Patron |
| Rec no. | Complain nt type | Sub-type | Venue | Method | Complaint | Date recvd | Date referred to | Name of complain t | For Action | Date reply | Response | Further action to be taken | | |
| 3 | Access | | Gardens | E | Paths in gardens not accessible | 18/07/08 | | Andrew Racey | PC | 28/07/08 | Promise to improve | | | |
| 604 | As You | audibility | CY | V | Couple complained at interval that they couldn't hear very well from Circle C31&32. Asked for alternative seating | 20/04/09 | 20/04/09 | Perf report | JK | 20/04/09 | Re-seated in DM seats, but seen leaving building a couple of mins later. | | | |
| 643 | Seating | | | V | Stalls E1 & E2, patrons found them terribly uncomfortable. One was slightly deaf and spoke v loudly. Consequently expressed discomfort at quite a volume! | 13/06/09 | 13/06/09 | none | none | 13/06/09 | Re-seated before show to DM seats. | | | |
| 796 | Box Office | | | L | Pls explain why Associate Members' telephone priority bkg starts a week after postal and wb priority? Prefer phone as post is hit & miss & do not use computer. As Associate Members all pay the same membership fee, feel penalised for not using copmuter. To be fair the date for the 3 ways of bkg sld be same, or for those booking my telephone, reduction in memebrips fee sld be made. After all, choice of seating must be much reduced after at least a week. | 12/01/10 | General | Mrs S Vitheridge | SH | 19/01/10 | Recently demand from members been to book online vs postal, aware small no. do not wish to use method, so accept postal & always processed in order of receipt. Priority booking for members by phone opens 2 days after online bkg which replaced postal bkg. With old system members waited 2wks before able to make bkg by phone, so feel this greatly improved service. Unfortunately operationally impos to open both online & phone bkg same day. Hope you now understand why we feel improved priority bkg procedure & that this will not deter you from continuing to visit us. | | | |
| 1145 | Website | online booking | | W | Having spent 45mins trying to access tix in priority bkg as member, have failed. Friend took 3hrs. What does one do? | 07/01/11 | 07/01/11 | Janis Ireland | ExO | | | | | |
| 2471 | Customer Service | | | FF | Worst customer service ever at RST. Staff continually in and out of auditorium made it hard to follow play. Why shop not open after perf? Why cant we take hot drinks in but seems staff can? | 24/10/11 | 24/10/11 | Jule Mouse? | LD | | | | | |

- However
- It was more about us and the audience as a whole than the individual customer

Tessitura

- 2013 moved to using Customer Service Issues (CSIs) to log:
 - Complaints
 - Compliments
 - Incidents
 - Accidents
 - Visit specific requests
-

Replies

Mr Tony Stark
#4187431

General
History

Customer Service

| Issue No. | Issue Date |
|-----------|------------|
| 220362 | 28/09/2015 |

Notes: 4/7/15 - felt the

Customer Service Issue

Constituent ID: 4187431 Owner: Tony Stark

Issue #: 220362

Issue Date: 28/09/2015 Urgent:

Contact Method: Personal Visit Category: Complaint

Activity Type: Non-performance activity Origin: Catering

Season: (none) Performance: Packane:

Notes:
4/7/15 - felt the

Created: 28/09/2015 11:00 AM

Reminders

Issue Actions:

| User |
|------|
| |

Mr ID: HClarke

TEST

| Research | Attributes |
|----------|------------|
| Orders | Custom |

Customer Service Issue Reminder

| Date | Created By | Assigned To | Task Type | Priority | Status | Warn Days | Complete By | Completed On | Cyclical | Notes |
|------------|------------|-------------|-----------|----------|----------|-----------|-------------|--------------|----------|-------|
| 28/09/2015 | HClarke | HClarke | Respond | Medium | Complete | 7 | 11/07/2015 | 11/09/2015 | | |

Add Delete Close

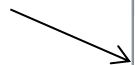
Reminders

Different levels of priority



| Preferences | | | | | | | |
|--|----------------------|------------------|--------------|--|--------------|--|--|
| Show As of 14/10/2015 <input type="checkbox"/> View Managed Users Tasks <input type="checkbox"/> Include Completed Reminders | | | | <input checked="" type="checkbox"/> CSI Reminders <input checked="" type="checkbox"/> Step Reminders <input checked="" type="checkbox"/> Constituent Reminders | | <input checked="" type="checkbox"/> Priority High <input checked="" type="checkbox"/> Priority Medium <input checked="" type="checkbox"/> Priority Low | |
| Constituent ID | Constituent Name | Campaign | Action | Assigned By | Assign Date | | |
| Priority | Warning Days | Complete By | Assigned To | Completed Date | Status | | |
| <input checked="" type="checkbox"/> 4187430 | Captain Steve Rogers | Customer Service | Respond | HClarke | 28/09/2015 | | |
| <input type="checkbox"/> Task High | | 28/09/2015 | Holly Clarke | 00/00/0000 | Not Complete | | |
| Notes: | | | | | | | |
| <input checked="" type="checkbox"/> 4188611 | Dr Bruce Banner | Customer Service | Research | HClarke | 02/10/2015 | | |
| <input type="checkbox"/> Task High | 1 | 02/10/2015 | Holly Clarke | 00/00/0000 | Not Complete | | |
| Notes: | | | | | | | |
| <input checked="" type="checkbox"/> 4188608 | Ms Natasha Romanov | Customer Service | Respond | HClarke | 02/10/2015 | | |
| <input type="checkbox"/> Task Medium | 1 | 02/10/2015 | Holly Clarke | 00/00/0000 | Not Complete | | |
| Notes: | | | | | | | |
| <input checked="" type="checkbox"/> 4188610 | Col Nicholas J Fury | Customer Service | Thank | HClarke | 02/10/2015 | | |
| <input type="checkbox"/> Task Medium | 1 | 02/10/2015 | Holly Clarke | 00/00/0000 | Not Complete | | |
| Notes: | | | | | | | |
| <input checked="" type="checkbox"/> 4188609 | Mr Clint Barton | Customer Service | Contact | HClarke | 02/10/2015 | | |
| <input type="checkbox"/> Task Medium | 7 | 07/10/2015 | Holly Clarke | 00/00/0000 | Not Complete | | |
| Notes: | | | | | | | |
| <input checked="" type="checkbox"/> 4187431 | Mr Tony Stark | Customer Service | Thank | HClarke | 02/10/2015 | | |
| <input type="checkbox"/> Task Medium | 15 | 16/10/2015 | Holly Clarke | 00/00/0000 | Not Complete | | |
| Notes: | | | | | | | |
| <input checked="" type="checkbox"/> 4188612 | Thor Odinson | Customer Service | Respond | HClarke | 02/10/2015 | | |
| <input type="checkbox"/> Task Low | 7 | 06/10/2015 | Holly Clarke | 00/00/0000 | Not Complete | | |
| Notes: | | | | | | | |
| Total Tasks: 7 | | | | | | | |

Add task to outlook as a diary reminder





Completion date




Action required



Documents

| | | | | | | | | | | | |
|--|-------|---|---------------|---|----------|---|--|---|--|---------------------|--|
|  Captain Steve Rogers #4187430 | |  Level: Memb. Expiration: Total Giving (inc GA): | | Next Visit: Last Visit: Total Tickets: £0.00 On Account: £0.00 | | M: NA P: NA E: NA Last Ask: 28/09/2015 | | User ID: HClarke TEST | | Steve Rogers | |
| History | | Connections | | Contributions | | Transactions | | Ticket History | | Orders | |
| General | | Names | | Contact Details | | Plans | | Relationships | | Research | |
| <input type="radio"/> Notes <input type="radio"/> Philanthropy <input type="radio"/> Assets <input type="radio"/> Schools <input type="radio"/> Research <input checked="" type="radio"/> Documents <input type="radio"/> Rankings | | | | | | | | | | | |
| Title | Notes | Document Type | Control Group | Created | Modified | | | | | | |
| Steve Rogers | | | | | | | | | | | |
| Steve Rogers Complaint Jul | | Adobe Acrobat Document (Default Control Group) | | Created: 02/10/2015 11:29:24 by HClarke at RSCA83 Modified: 02/10/2015 11:29:24 by HClarke | | | | | | | |

Alerts


Captain Steve Rogers
 #4187430

User ID: **HClarke**
 M: **NA**
 P: **NA**
 E: **NA**
 Last Ask: **28/09/2015**

Level: Memb. Expiration:
 Next Visit: Total Tickets: £0.00
 Last Visit: On Account: £0.00

Complaint(s)
 1 4/7/15 - At 6ft3, not enough legroom.

| | | | | | |
|-------------------------|-----------------------------|---------------------------------|------------------------------|--------------------------------|--------------------------|
| History | Connections | Contributions | Transactions | Ticket History | Orders |
| General | Names | Contact Details | Plans | Relationships | Research |

| Name | | | | | | | | |
|---------|---------|------------|-------------|-----------|--------|--------|--------|--------------|
| ID | Prefix | First Name | Middle Name | Last Name | Suffix | Gender | Status | Sort Name |
| 4187430 | Captain | Steve | | Rogers | | | | Rogers/Steve |

Mailing Address

Salutation 1:

Salutation 2:

Business Title:

Street 1:

Street 2:

Street 3:

Locale:

Country:

Dear:

Phone

| Type | Phone Number | Day/Eve | Telemarket |
|---------|----------------------|----------------------------------|--------------------------|
| Phone 1 | <input type="text"/> | <input type="text" value="Day"/> | <input type="checkbox"/> |
| Phone 2 | <input type="text"/> | <input type="text" value="Day"/> | <input type="checkbox"/> |
| Fax | <input type="text"/> | <input type="text" value="Day"/> | <input type="checkbox"/> |

| Type | Phone Number | Day/Eve | Telemarket |
|------|----------------------|----------------------|--------------------------|
| | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |

Other

| | | |
|--|---|--|
| Original Source: <input type="text" value="Customer Service"/> | Constituent Type: Individual | Mail Restriction: <input type="text" value="Not Asked"/> |
| Email: <input type="text" value="CapSRogers@avengers.com"/> (send) | Last Activity Date: 02/10/2015 11:29:25 | Phone Restriction: <input type="text" value="Not Asked"/> |
| Status: Active | | E-Market Restriction: <input type="text" value="Not Asked"/> |

Created: 28/09/2015 11:53:35 by HClarke at RSCA8305_TEST Modified: 28/09/2015 11:53:35 by HClarke

Actions

Actions for Issues ? X

Action: [Dropdown] **Action Date:** 28/09/2015

Closed: Added for Information **Printed Date:**

Notes:

- Comp meal offered
- Comp prg/drink/ice offer
- Comp tickets offered
- Constituent Record Chan
- Converted

Save Cancel

Reports

Royal Shakespeare Company TEST

Customer Service Issue Tracking

HClarke 14/10/2015 12:55 PM
Page 1 of 1

CSI Date Range: 2015-07-01 -- 2015-10-30
 Contact Types: (All)
 Categories: Complaint
 Activity Types: Access, Customer Service, Audience Behaviour, General, Policy, Seating, Marketing, Membership, Website, Non-performance activity, Facilities, Non-Stratford
 Origin: (All)
 Created By: HClarke
 Season: (None)
 Performance: (All)
 Sort Options: Category
 Show Open Issues Only: Yes
 List: (None)
 Show Action Steps: No

| Const ID | Constituent Name | Date | Issue # | Category | Activity Type | Contact Type | Status | Created By |
|---|------------------|------------|---------|-----------|--------------------|--------------|--------|------------|
| 4188611 | Dr Bruce Banner | 02/10/2015 | 220367 | Complaint | Seating | Email | | N HClarke |
| Origin: Comfort Perf: Notes: 4/7/15 - not enough space in the seats. Would like more information in future. | | | | | | | | |
| 4188609 | Mr Clint Barton | 02/10/2015 | 220365 | Complaint | Audience Behaviour | Email | | |
| Origin: Perf: 30406E Thu 04/06/2015 7:30 PM Notes: 4/7/15 - A really large, green guy was taking up his seat as well as his own. | | | | | | | | |

| Const ID | Constituent Name | Date | Issue # | Category | Activity Type | Contact Type | Status | Created By |
|---|----------------------|------------|---------|-----------|--------------------------|----------------|--------|------------|
| 4188612 | Thor Odinson | | | | | | | |
| Origin: FC Sort Options: Category Origin: (All) Notes: 4/7/15 - We | | | | | | | | |
| 4187430 | Captain Steve Rogers | 2015-03-28 | 220361 | Complaint | Seating | Email | N | HClarke |
| Origin: Le Notes: 4/7/15 - At | | | | | | | | |
| 4187431 | Mr Tony Stark | 2015-13-28 | 220362 | Complaint | Non-performance activity | Personal Visit | Y | HClarke |
| Origin: Ca Notes: 4/7/15 - fel | | | | | | | | |
| Total for Category Complaint: | | | | | | | | |
| Grand Totals: 5 | | | | | | | | |
| 4188609 | Mr Clint Barton | 2015-01-02 | 220365 | Complaint | Audience Behaviour | Personal Visit | Y | HClarke |
| Origin: Le Notes: 4/7/15 - fel | | | | | | | | |
| 4188611 | Dr Bruce Banner | 2015-06-02 | 220367 | Complaint | Seating | Email | Y | HClarke |
| Origin: Le Notes: 4/7/15 - fel | | | | | | | | |
| 4188612 | Thor Odinson | 2015-03-02 | 220368 | Complaint | Customer Service | Email | Y | HClarke |
| Origin: Le Notes: 4/7/15 - fel | | | | | | | | |

Total for Category Complaint: 5

Overall Total CSIs: 5

Overall Total Constituents: 5

| Action Count by Activity Type | Total |
|-------------------------------|----------|
| Audience Behaviour | 1 |
| DM seats used | 1 |
| Customer Service | 1 |
| Comp prg/drink/ice offered | 1 |
| Non-performance activity | 1 |
| Comp meal offered | 1 |
| Seating | 1 |
| Response Sent | 1 |
| Comp tickets offered | 1 |
| Total | 5 |

| Action Count | Total |
|----------------------------|----------|
| Response Sent | 1 |
| Comp tickets offered | 1 |
| Comp meal offered | 1 |
| DM seats used | 1 |
| Comp prg/drink/ice offered | 1 |
| Total | 5 |

Royal Shakespeare Company TEST

Customer Service Activity Statistics

HClarke 4/10/2015 01:03 PM
Page 1 of 1

CSI Dates: 2015-09-21 to 2015-10-30
 Contact Types: (All)
 Categories: Complaint
 Types: Access, Customer Service, Customer Service, Audience Behaviour, Seating, Non-performance activity, Non-performance activity
 List: (None)
 Status: (None)
 Level: Detail

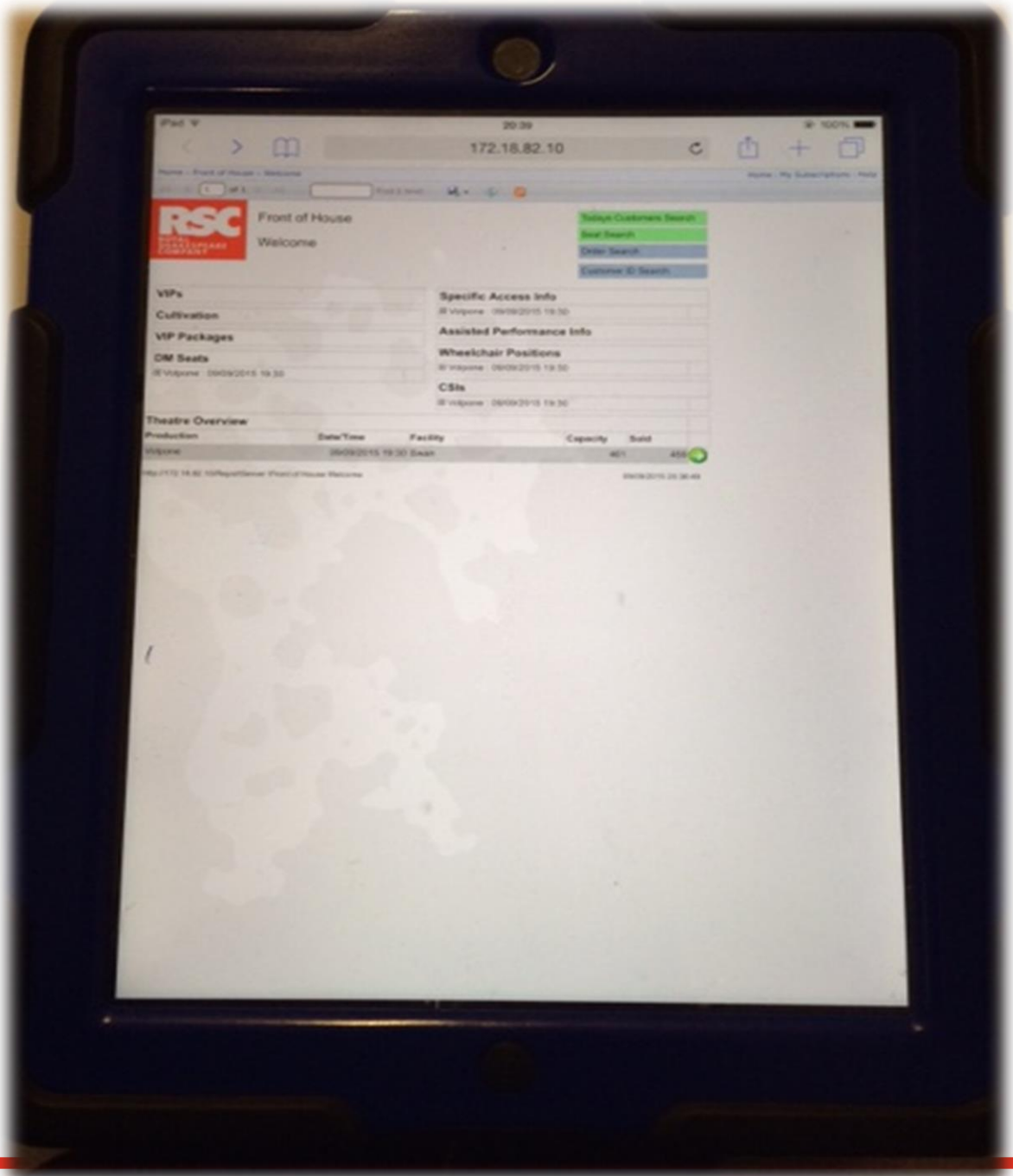
| Const ID Name | Level | Contact Type | Issues | Closed | Open | |
|---------------------------------|-------|----------------|---------------------|---------------|---------------|-------------|
| behaviour | | | | | | |
| 188609 Mr Clint Barton | | Personal Visit | 1 | 1 | | |
| Service | | | | | | |
| 188612 Thor Odinson | | Email | 1 | 1 | | |
| Non-performance activity | | | | | | |
| 187431 Mr Tony Stark | | Personal Visit | 1 | 1 | | |
| 188611 Dr Bruce Banner | | Email | 2 | 1 | 1 | |
| 187430 Captain Steve Rogers | | Email | 1 | | 1 | |
| Summary | | | Constituents | Issues | Closed | Open |
| | | | 5 | 5 | 4 | 1 |

Future Plans

- Find repeat visitors who are not yet members, encourage them to become members
 - Track patterns of repeat incidents to advise on policy changes
 - Join up our segmentation work and CSIs
-

Using Tessitura to improve ‘on the floor’ Customer Service

Ryan Mason




iPad 172.16.82.10 100%
 Front of House - Welcome
 Home My Subscriptions Help
 RSC Front of House
 Welcome
 Select Customer Search
 Seat Search
 Order Search
 Customer ID Search
 VIPs
 Cultivation
 VIP Packages
 CM Seats
 @Vipone 08092015 19:30
 Specific Access Info
 @Vipone 08092015 19:30
 Assisted Performance Info
 Wheelchair Positions
 @Vipone 08092015 19:30
 CSIs
 @Vipone 08092015 19:30
 Theatre Overview

| Production | Date/Time | Facility | Capacity | Sold |
|------------|----------------|----------|----------|------|
| Vipone | 08092015 19:30 | Bank | 401 | 401 |

 172.16.82.10/Support/ Front of House Welcome 08092015 19:30:43

Use of iPad on the floor



Front of House

Welcome

Todays Customers Search

Seat Search

Order Search

Customer ID Search

VIPs

| | |
|-----------------------------|--|
| ☒ Hecuba : 29/09/2015 19:30 | |
|-----------------------------|--|

Cultivation

VIP Packages

DM Seats

| | |
|-------------------------------------|--|
| ☒ Henry V : 29/09/2015 19:15 | |
| ☒ April in Paris : 29/09/2015 19:30 | |
| ☒ Hecuba : 29/09/2015 19:30 | |

Specific Access Info

| | |
|------------------------------|--|
| ☒ Henry V : 29/09/2015 19:15 | |
| ☒ Hecuba : 29/09/2015 19:30 | |

Assisted Performance Info



Wheelchair Positions

| | |
|-------------------------------------|--|
| ☒ Henry V : 29/09/2015 19:15 | |
| ☒ April in Paris : 29/09/2015 19:30 | |
| ☒ Hecuba : 29/09/2015 19:30 | |

CSIs

| | |
|-------------------------------------|--|
| ☒ Henry V : 29/09/2015 19:15 | |
| ☒ April in Paris : 29/09/2015 19:30 | |
| ☒ Hecuba : 29/09/2015 19:30 | |

Theatre Overview

| Production | Date/Time | Facility | Capacity | Sold | |
|------------|------------------|----------|----------|------|---|
| Henry V | 29/09/2015 19:15 | RST | 1,012 | 717 |  |
| Hecuba | 29/09/2015 19:30 | Swan | 461 | 248 |  |

http://172.18.82.10/ReportServer /Front of House Welcome

29/09/2015 09:21:40

FOH – iPad CSI Report

Front of House

Welcome

Todays Customers Search

Seat Search

Order Search

Customer ID Search

VIPs

Hecuba : 29/09/2015 19:30

Cultivation

VIP Packages

DM Seats

Henry V : 29/09/2015 19:15

April in Paris : 29/09/2015 19:30

Hecuba : 29/09/2015 19:30

Specific Access Info

Henry V : 29/09/2015 19:15

Hecuba : 29/09/2015 19:30

Assisted Performance Info

Wheelchair Positions

Henry V : 29/09/2015 19:15

April in Paris : 29/09/2015 19:30

Hecuba : 29/09/2015 19:30

CSIs

Henry V : 29/09/2015 19:15

(10/06/2013) Not keen on the contents of the AY programme. Also commented on captions for the music - felt not helpful to all those who needed it. Email attached.

(21/04/2014) Last few performances have been sat in same position (extreme low or high numbers in the Stalls) - they feel these seats are restricted for many shows when the action is upstage centre / behind the proscenium arch. They feel since they spend a lot of money here a year and always book far in advance they should be given seats in a better location - they would like to speak to someone in box office about possible options.

(29/09/2015) 100 shows anniversary

(12/02/2015) 11/2 - Cumbria. Thank you all so much for the fantastic production last night, absolutely everything about the production was just wonderful. Email attached.

April in Paris : 29/09/2015 19:30

Hecuba : 29/09/2015 19:30

Mr Garry D Witts

(01/02/2014) Would like to be able to have access for funds held On Account when making a booking on the web, like they can when booking with The National.

Dr M Gilbert

(29/09/2014) Dr Gilbert could not login during priority. You won't let me login. I've asked for an email reminder, and the link you sent simply takes me right back to the

19:15

CS

(10/06/2013) Not keen on the contents of the AY programme. Also commented on captions for the music - felt not helpful to all those who needed it. Email attached.

(21/04/2014) Last few performances have been sat

Cultivation

they feel these seats are restricted for many shows when the action is upstage centre / behind the proscenium arch. They feel since they spend a lot of money here a year and always book far in advance they should be given seats in a better location - they would

(29/09/2015) 100 shows anniversary

(29/09/2015) 100 shows anniversary

(12/02/2015) 11/2 - Cumbria. Thank you all so much for the fantastic production last night, absolutely everything about the production was just wonderful. Email attached.

Seating Plan

Select a Screen **Centre Stalls** View Report

1 of 1 Find | Next

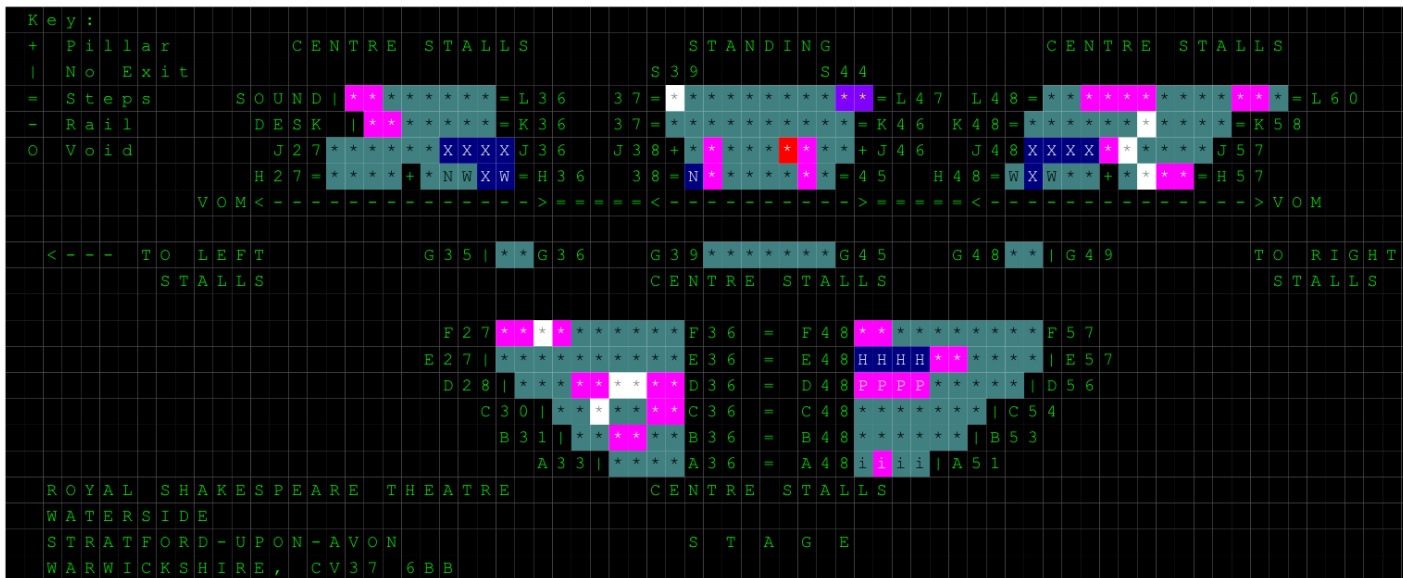


Front of House

Seat Map

- Home
- Today's Customers Search
- Seat Search
- Order Search
- Customer ID Search

| |
|--------------------------|
| Henry V |
| HV2909E |
| Tuesday 29/09/2015 19:15 |



Future Plans

- Be able to take payments via the iPad
 - Theatre Tickets
 - Tour Tickets
 - Roaming Box Office
- Memberships



Contacts

Holly Clarke

Holly.Clarke@rsc.org.uk

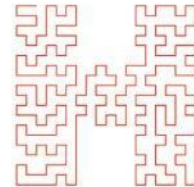
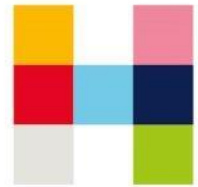
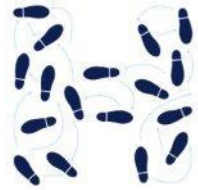
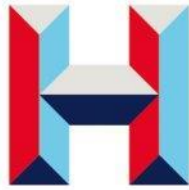
Ryan Mason

Ryan.Mason@rsc.org.uk

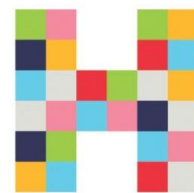
Birmingham Hippodrome.

Jonathan Thompson
Head of Customer Services.



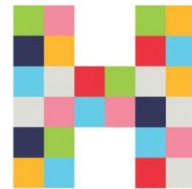


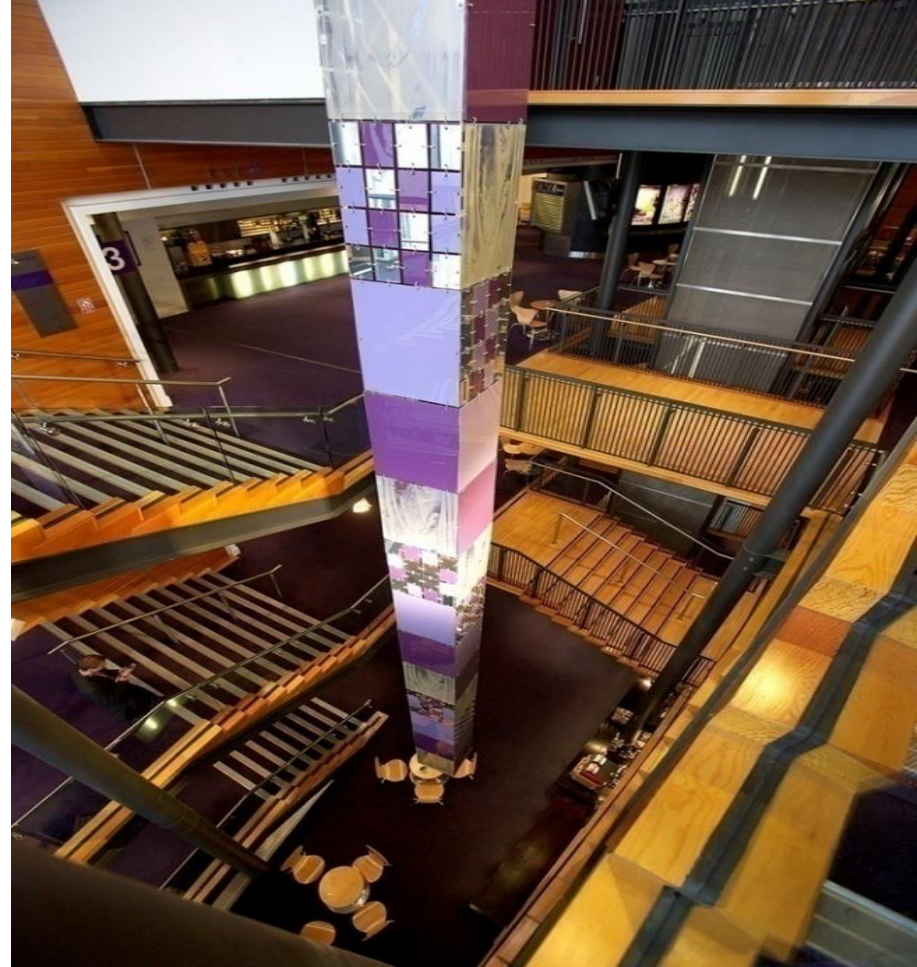
H BIRMINGHAM
HIPPODROME



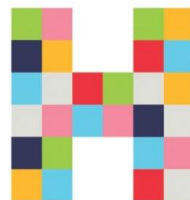


H BIRMINGHAM
HIPPODROME





H BIRMINGHAM
HIPPODROME

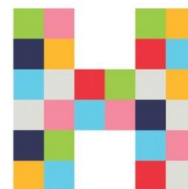




1899 opened as a circus
1901 Main auditorium built
1903 Named Birmingham Hippodrome
1979 Birmingham Council purchased Hippodrome for £50,000 and leased to the Theatre Trust (an independent charity)
1985 Stage and fly floor doubled in size, air conditioning installed
1990 BRB joined us from Sadlers Wells
1999 Theatre closed for two years for a £35 million refurbishment
November 2001 re-opened with a Gala performance
September 2012 Closed for four weeks for a new stage
2013/14 record breaking for attendance (625,000) and ticket sales £25m

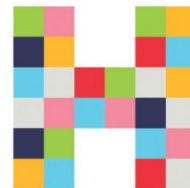


H BIRMINGHAM
HIPPODROME



Ground Control to Major Tess !

Front of House / Tessitura / How to survive !



File GoTo Tools Window Help

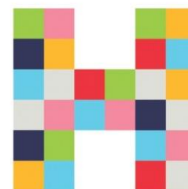
Preferences

Show As of 14/10/2015 View Managed Users Tasks Include Completed Reminders

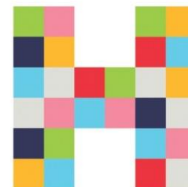
- Priority High
- Priority Medium
- Priority Low























| Constituent ID | Constituent Name | Campaign | Action | Assigned By | Assign Date |
|--|----------------------|------------------|-------------------|----------------|--------------|
| Priority | Warning Days | Complete By | Assigned To | Completed Date | Status |
| ■ 2572681 | Mr Walter W Chinn | Customer Service | Follow-Up | csmith | 09/11/2014 |
| Task Medium | | 14/10/2015 | Jonathan Thompson | 00/00/0000 | Not Complete |
| Notes: Daughter taking wife's place in W/Chair Lounge. Will ask for a Duty Manager on arrival | | | | | |
| ■ 1121197 | Mrs Florence Willmet | Customer Service | Follow-Up | csmith | 08/11/2014 |
| Task Medium | | 14/10/2015 | Jonathan Thompson | 00/00/0000 | Not Complete |
| Notes: Children on Stage | | | | | |
| ■ 2541016 | Ms Jane SJ McKears | Customer Service | Follow-Up | csmith | 13/11/2014 |
| Task Low | | 06/01/2015 | Jonathan Thompson | 00/00/0000 | Not Complete |
| Notes: W/Chair Req. (Eve) | | | | | |

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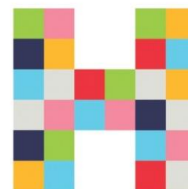


| Tessitura Theatre Overview | | | | |
|--|-------------------------------|---------------------------|-----------------|-------------|
| Production | Date/Time | Tessitura Facility | Capacity | Sold |
| Theatre Tours | Wednesday 14/10/2015 10:30 AM | Other Events | 20 | 20 |
| Annie | Wednesday 14/10/2015 02:00 PM | Main Auditorium | 1841 | 1040 |
| Canapés | Wednesday 14/10/2015 02:00 PM | Other Events | 40 | 0 |
| Box Office Sales Notes: Canapés will be served at a table in the foyer. Customer needs to present their voucher to the VIP desk and a member of staff will show them to a table. Each person gets 5 generously sized canapés. The customer can also book a glass of Champagne or a glass of Sauvignon Blanc. | | | | |
| Circle Restaurant | Wednesday 14/10/2015 02:00 PM | Circle Rest | 95 | 13 |
| Partners Lounge | Wednesday 14/10/2015 02:00 PM | Other Events | 25 | 0 |
| Leading Ladies Gin Tasting | Wednesday 14/10/2015 05:30 PM | Other Events | 41 | 41 |
| Development Events | Wednesday 14/10/2015 06:00 PM | Other Events | 30 | 0 |
| Annie | Wednesday 14/10/2015 07:30 PM | Main Auditorium | 1841 | 1598 |
| Canapés | Wednesday 14/10/2015 07:30 PM | Other Events | 40 | 0 |
| Box Office Sales Notes: Canapés will be served at a table in the foyer. Customer needs to present their voucher to the VIP desk and a member of staff will show them to a table. Each person gets 5 generously sized canapés. The customer can also book a glass of Champagne or a glass of Sauvignon Blanc. | | | | |
| Circle Restaurant | Wednesday 14/10/2015 07:30 PM | Circle Rest | 95 | 14 |
| Partners Lounge | Wednesday 14/10/2015 07:30 PM | Other Events | 25 | 6 |
| StageSide | Wednesday 14/10/2015 10:00 PM | StageSide | 980 | 36 |



| | | | |
|---|---|----------------------|----------------------|
|  @ Birmingham Hippodr... | 11:00 Circle Restaurant- Todays Covers | Wed 14/10/2015 11:00 | Wed 14/10/2015 11:00 |
|  @ Birmingham Hippodr... | FOH- Front of House Information (Daily) | Wed 14/10/2015 09:39 | Wed 14/10/2015 09:39 |
|  @ Birmingham Hippodr... | FOH Other Events | Wed 14/10/2015 09:00 | Wed 14/10/2015 09:00 |
|  @ Birmingham Hippodr... | 09:00 StageSide- Todays Covers | Wed 14/10/2015 09:00 | Wed 14/10/2015 09:00 |
|  @ Birmingham Hippodr... | 09:00 Circle Restaurant- Todays Covers | Wed 14/10/2015 09:00 | Wed 14/10/2015 09:00 |
|  @ Birmingham Hippodr... | Restaurant Overview | Wed 14/10/2015 08:15 | Wed 14/10/2015 08:15 |
|  @ Birmingham Hippodr... | Education Bookings | Wed 14/10/2015 04:20 | Wed 14/10/2015 04:20 |
|  @ Birmingham Hippodr... | 16:00 StageSide- Todays Covers | Tue 13/10/2015 16:00 | Tue 13/10/2015 16:00 |
|  @ Birmingham Hippodr... | 16:00 Circle Restaurant- Todays Covers | Tue 13/10/2015 16:00 | Tue 13/10/2015 16:00 |
|  @ Birmingham Hippodr... | 11:00 Circle Restaurant- Todays Covers | Tue 13/10/2015 11:00 | Tue 13/10/2015 11:00 |
|  @ Birmingham Hippodr... | 11:00 StageSide- Todays Covers | Tue 13/10/2015 11:00 | Tue 13/10/2015 11:00 |
|  @ Birmingham Hippodr... | FOH- Front of House Information (Daily) | Tue 13/10/2015 09:39 | Tue 13/10/2015 09:39 |
|  @ Birmingham Hippodr... | FOH Other Events | Tue 13/10/2015 09:00 | Tue 13/10/2015 09:00 |
|  @ Birmingham Hippodr... | 09:00 StageSide- Todays Covers | Tue 13/10/2015 09:00 | Tue 13/10/2015 09:00 |
|  @ Birmingham Hippodr... | 09:00 Circle Restaurant- Todays Covers | Tue 13/10/2015 09:00 | Tue 13/10/2015 09:00 |
|  @ Birmingham Hippodr... | Restaurant Overview | Tue 13/10/2015 08:15 | Tue 13/10/2015 08:15 |
|  @ Birmingham Hippodr... | Education Bookings | Tue 13/10/2015 04:20 | Tue 13/10/2015 04:20 |
|  @ Birmingham Hippodr... | 16:00 StageSide- Todays Covers | Mon 12/10/2015 16:00 | Mon 12/10/2015 16:00 |
|  @ Birmingham Hippodr... | 16:00 Circle Restaurant- Todays Covers | Mon 12/10/2015 16:00 | Mon 12/10/2015 16:00 |
|  @ Birmingham Hippodr... | 11:00 Circle Restaurant- Todays Covers | Mon 12/10/2015 11:30 | Mon 12/10/2015 11:30 |
|  @ Birmingham Hippodr... | 11:00 StageSide- Todays Covers | Mon 12/10/2015 11:30 | Mon 12/10/2015 11:30 |
|  @ Birmingham Hippodr... | FOH Other Events | Mon 12/10/2015 09:01 | Mon 12/10/2015 09:01 |

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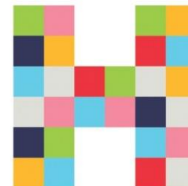


Partners Lounge

Wednesday 14/10/2015 07:30 PM

Partners Lounge Access

| | | |
|--------------------|------------------|---------------------|
| Mr Rod Dungate | Order #: 7657264 | Customer #: 2184838 |
| Number to admit: 2 | | |
| Joanne Malin | Order #: 7711431 | Customer #: 2456319 |
| Number to admit: 2 | | |
| Gaynor Powell | Order #: 7721439 | Customer #: 2454888 |
| Number to admit: 2 | | |



Annie**Wednesday 14/10/2015 07:30 PM**

Bookings with a seating plan rather than tickets

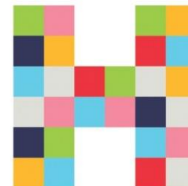
| | | |
|--|------------------|---------------------|
| Miss Claire Lyons | Order #: 7680009 | Customer #: 2696997 |
| Count: 18 CIRCLE £D V26-V33, CIRCLE £D W24-W33 | | |

Group Bookings

| | | |
|--|------------------|---------------------|
| Miss Diane Hall | Order #: 7232219 | Customer #: 1986130 |
| Count: 46 STALLS £A L14-L10, STALLS £A L9-L30, STALLS £A M14-M32, STALLS £A M9-M12, STALLS £A N9-N12 | | |
| Ms Joan Hollingswoth | Order #: 7646516 | Customer #: 2693096 |
| Count: 13 CIRCLE £B P27-P33, CIRCLE £B Q28-Q33 | | |
| Miss Claire Lyons | Order #: 7680009 | Customer #: 2696997 |
| Count: 18 CIRCLE £D V26-V33, CIRCLE £D W24-W33 | | |
| Mrs Margaret Williamson | Order #: 7469921 | Customer #: 2311013 |
| Count: 47 STALLS £B Q25-Q32, STALLS £B R14-R34, STALLS £B S17-S34 | | |
| Alison Yuen | Order #: 7327100 | Customer #: 2615946 |
| Count: 27 STALLS £A N21-N34, STALLS £A O22-O34 | | |

Wheelchair Bookings

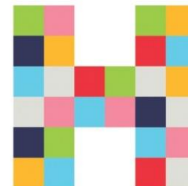
| | | |
|---|------------------|---------------------|
| Mrs Kuldeep Aulak | Order #: 7446438 | Customer #: 1590288 |
| STALLS £A F36-F38 made up of 1 wheelchair(s) and 2 companion(s) | | |
| Ms Jenny Barnes | Order #: 7503970 | Customer #: 2662167 |
| STALLS £D AA5-AA6 made up of 1 wheelchair(s) and 1 companion(s) | | |
| Mrs Sheryl Blower | Order #: 7698551 | Customer #: 2581157 |
| STALLS £D BB5-BB6 made up of 1 wheelchair(s) and 1 companion(s) | | |



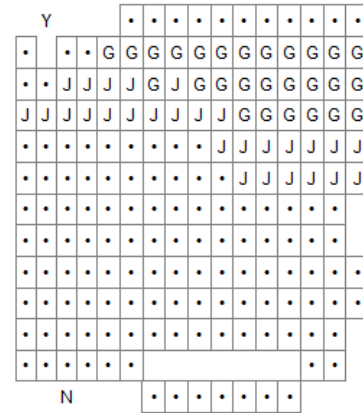
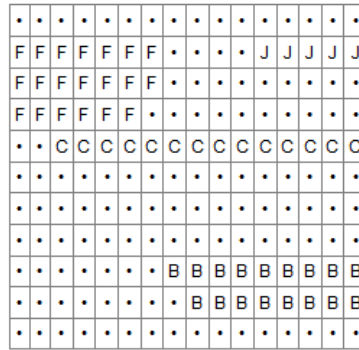
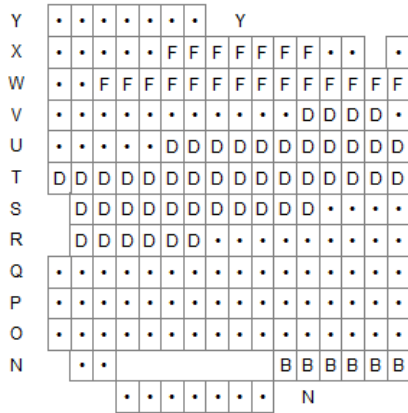
STALLS

| | | | |
|-----------|------------------|-------|-----------|
| LOUNGE AA | Y 1 4 | Y 3 0 | LOUNGE BB |
| | X 1 4 | X 3 2 | |
| | W 1 4 | W 3 2 | |
| V 2 | | | V 4 8 |
| U 3 | | | U 4 7 |
| T 1 | | | T 4 8 |
| S 1 | | | S 4 8 |
| R 1 | ☑☑☑☑☑☑☑☑☑☑☑☑☑☑☑☑ | | R 4 8 |
| Q 1 | ☑☑☑☑☑☑☑☑☑☑☑☑☑☑☑☑ | | Q 4 8 |
| P 2 | | | P 4 7 |
| O 3 | | | O 4 6 |
| N 3 | | | N 4 5 |
| M 4 | | | M 4 5 |
| L 5 | | | L 4 5 |
| K 6 | | | K 4 4 |
| J 8 | | | J 4 2 |
| H 9 | | | H 4 1 |
| G 1 2 | | | G 3 8 |
| F 1 1 | | | F 3 8 |

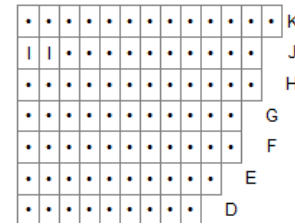
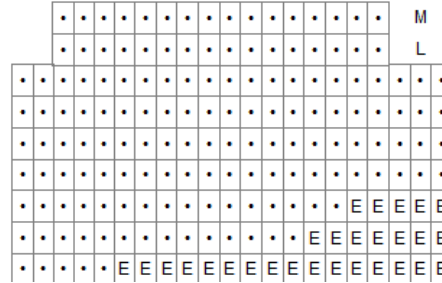
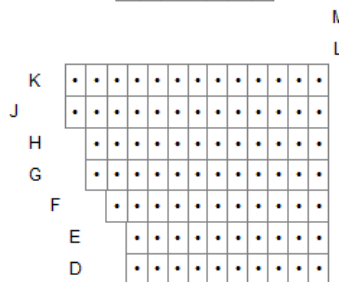
| |
|-------------------|
| Your Seats |
| Stalls |
| Q14 - Q34 |
| R14 - R28 |



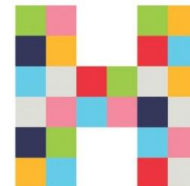
CIRCLE



- A 7248834 Coopers Tours Ltd
- B 7325948 173 Glendower Road
- C 7363895 Ladies College, Les Gravaes
- D 7385194 Lichfield Cathedral School, The Palace
- E 7471825 8 Woodhaven
- F 7543324 Outline (Art Dept), BMETC, Sutton Campus
- G 7556736 The Westminster School
- H 7565415 Regency High School
- I 7698387 Birmingham Hippodrome Theatre Trust Ltd
- J 7709722 Samworth Enterprise Academy



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Wednesday 14 October 2015 (2:00 PM)

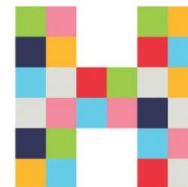
Total number of covers for this performance: 13

| Name | Time | Qty | Phone | Order # | Cust # | Pkg? | Wch | Fri | Last Update Info | Price Type Information |
|--------------|----------|-----|-------------|---------|---------|------|-----|-----|-------------------|--------------------------------|
| Mr R Downing | 12:00:00 | 2 | 01902897153 | 7562811 | 2174823 | | 1 | N | rallen (15/07/15) | 2x Standard (Hospitality) // Y |

Gentlemen is in a wheelchair. Please can they have a nice table. AWH

| | | | | | | | | | | |
|----------------------|----------|---|-------------|---------|---------|----------------|---|---|-------------------|--|
| ★ Mrs Thelma Bevis | 17:30:00 | 3 | 01683221971 | 7606666 | 2689482 | VIP Experience | 0 | N | rallen (11/08/15) | 3x VIP Experience (Rest Allocate) // Y |
| Mrs T Guest & Family | 17:30:00 | 3 | 01215503813 | 7321606 | 2515187 | | 0 | Y | rallen (30/01/15) | 3x Standard (Hospitality) // Y |

VEGETARIAN



From: Hannah Still
To: Jonathan Thompson;  Hippodrome Information and Sales Supervisors;  Hippodrome Duty Managers
Cc:
Subject: RE: Oxygen therapy for Swan Lake/Nutcracker

Sent: Thu 08/10/2015

Morning all,

I just wanted to let you all know that a booking for this gent has gone ahead this morning.

He's booked in for Tuesday the 1st of December at 2pm and we've got three spaces in lounge AA for himself, his wife and his nurse.

Katie is aware the two oxygen tanks need to be delivered to Thorp Street on Monday the 30th of November.

I have added the following CSI for the day;

"JT and team are aware of this booking, customer will be coming with his wife and carer and will be receiving oxygen therapy throughout the performance, JT advised for the three to be in the lounge-his 2 oxygen tanks are being delivered to TS 24 hours before re JT's request HS"

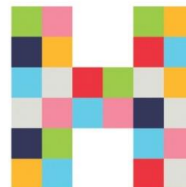
His order number is; 7711545

Thanks for your help!

Hannah

Information and Sales Assistant
Birmingham Hippodrome
www.birminghamhippodrome.com

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HIPPODROME



Customer Service Issue

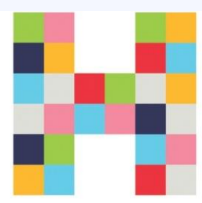
Constituent ID: 2693122 **Owner:** Katy Power
Issue #: 82734
Issue Date: 08/10/2015 **Urgent:**
Contact Method: Phone: Outbound **Category:** 4- Front of House
Activity Type: Access Request (FoH) **Origin:** (none)
Season: BRB (15/16) **Performance:** BRB011215M **Package:** (none)
 BRB - Nutcracker
Notes: Tue 01/12/2015 2:00 PM
 JT and team are aware of this booking, customer will be coming with his wife and carer and will be receiving oxygen therapy throughout the performance, JT advised for the three to be in the lounge-his 2 oxygen tanks are being delivered to TS 24 hours before re JT's request HS
 Created: 08/10/2015 10:45:50 by hstill at HIPWS079 Modified: 08/10/2015 10:45:50 by hstill

Reminders

Issue Actions:

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

Add Action



Tessitura Birmingham Hippodrome Theatre Version 11.0.4

File GoTo Tools Window Help

Constituents - Mr A Complaint

2566916 Mr A Complaint Birmingham Hip

Customer Service Issue

Constituent ID: 2566916 Owner: A Complaint
 Issue #: 80589
 Issue Date: 12/05/2015 Urgent:
 Contact Method: Email Category: 6- Customer Services
 Activity Type: Complaint (Cus)
 Season: CSI- Board Report

Notes:
 JULIA BIRD Patron unhappy with having
 Created: 12/05/2015 13:35:05 by gmorgan

Reminders

Issue Actions:

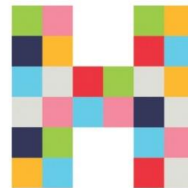
| User | Date | Action |
|---------|---------------------|-----------------------------|
| gmorgan | 12/05/2015 13:35:13 | 12/05/2015 CS: Kate warnaby |
| gmorgan | 12/05/2015 13:36:00 | 12/05/2015 GEN: Closed |

Actions for Issues

Action: GEN: Closed Action Date: 12/05/2015
 Closed: Letter Printed Date:
 Notes:
 Apologised and explained why it is an 08 number. Advised tickets can be booked online.
 Created: 12/05/2015 13:36:00 by gmorgan at HIPWS100 Modified: 12/05/2015 13:36:00 by gmorgan

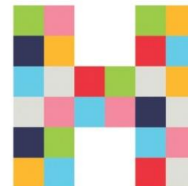
Save Cancel

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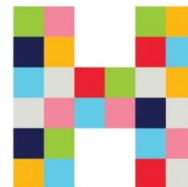
| Date | Production | Contact Method | Category |
|--|-----------------|----------------|--------------------------------------|
| <u>Peter Radcliffe</u> | | | |
| 18/08/2015 | Event | Email | Compliment - Conference & Events |
| <i>Patron complimented fantastic event.</i> | | | |
| 20/08/2015 | The Bodyguard I | Email | Compliment - Staff Comments Positive |
| <i>Patron praised staff on how well they dealt with a First Aid issue.</i> | | | |
| <u>Julie Everett</u> | | | |
| 21/08/2015 | The Bodyguard | Email | Complaint - Production Negative |
| <i>Patron unhappy that Alexandra Burke was not performing.</i> | | | |
| Apologised and explained when the tickets were booked the cast had not been announced. | | | |
| <u>Kristy Turner</u> | | | |
| 24/08/2015 | The Bodyguard | Email | Complaint - Patron Issue |
| <i>Patrons' performance interrupted by another audience member on their mobile.</i> | | | |
| Apologised and explained staff members are happy to intervene if they are made aware. | | | |
| <u>Jane O'Neill</u> | | | |
| 24/08/2015 | The Bodyguard | Email | Complaint - Patron Issue |
| <i>Patron's performance interrupted by involuntary noises from disabled patron.</i> | | | |
| Apologised explained our access for all policy. Offered complimentary tickets as a gesture of good will. | | | |
| <u>Michelle Feaver</u> | | | |
| 22/08/2015 | The Bodyguard | Email | Complaint - Patron Issue |
| <i>Patron's performance interrupted by rowdy party.</i> | | | |
| Apologised and explained that vast majority of audience members behave appropriately and staff will intervene when possible. | | | |

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HIPPODROME



Thank you.

Jonathan Thompson
Head of Customer Services.





CANOLFAN
MILENIWM
CYMRU
WALES
MILLENNIUM
CENTRE®

Customer Service Survival Part 2 How to Graduate With Honours

Chloë Shafto

Application Specialist

Chloë Hearne

Visitor Operations Manager

About

Wales Millennium Centre

Just Celebrated 10th Birthday Year

Consortium members:

- *BBC National Orchestra Wales*
- *Liverpool Everyman Theatre*
- *National Dance Company Wales*
- *National Theatre Wales*
- *Royal Welsh College Music and Drama*
- *Venue Cymru*
- *Welsh National Opera*



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd



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Objective

*Working closely with a valued Leading Member, find an innovative solution for Graduation Ticketing using **existing** Tessitura import and print at home functionality to streamline the ticketing process, reducing admin time and human error whilst also improving customer service*

Ticket Office **batch printed** all tickets and issued them to Cardiff Met. They then distributed paper tickets to graduates and their guests.

On the day, Front of House had to direct attendees to Cardiff Met and were **unable to independently resolve ticketing issues.**

Cardiff Met experienced **high volumes** of queries.

If tickets were misplaced or forgotten they had to be re-printed – which was **difficult when data is not stored in Tessitura.**



Cardiff Met should have **full control** of where students are seated

Administration **time** should be **reduced**

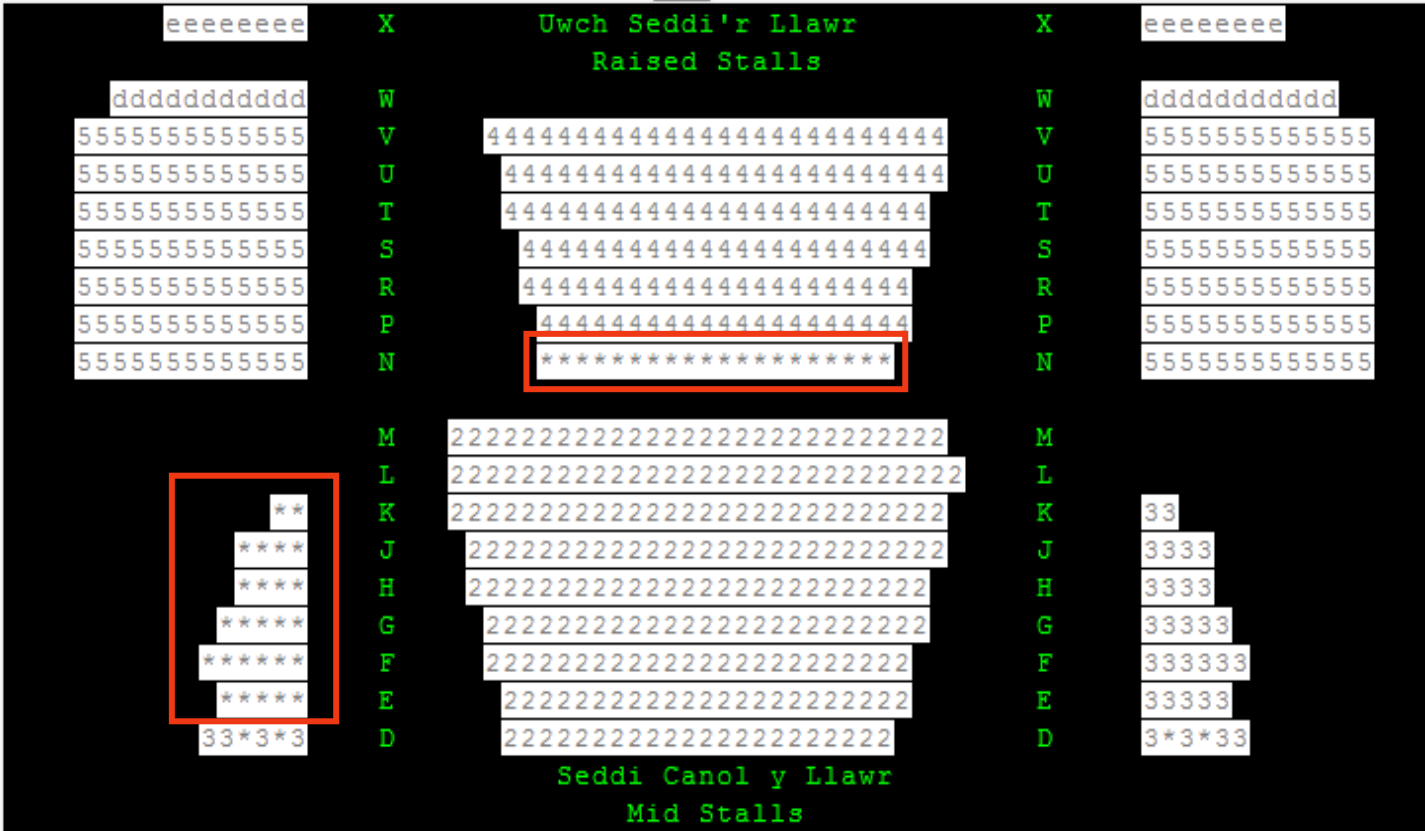
Administration **costs** should be **reduced**

The **Customer Experience** should be **improved**

Graduations | Step 1: Show Setup & Best Seating Map

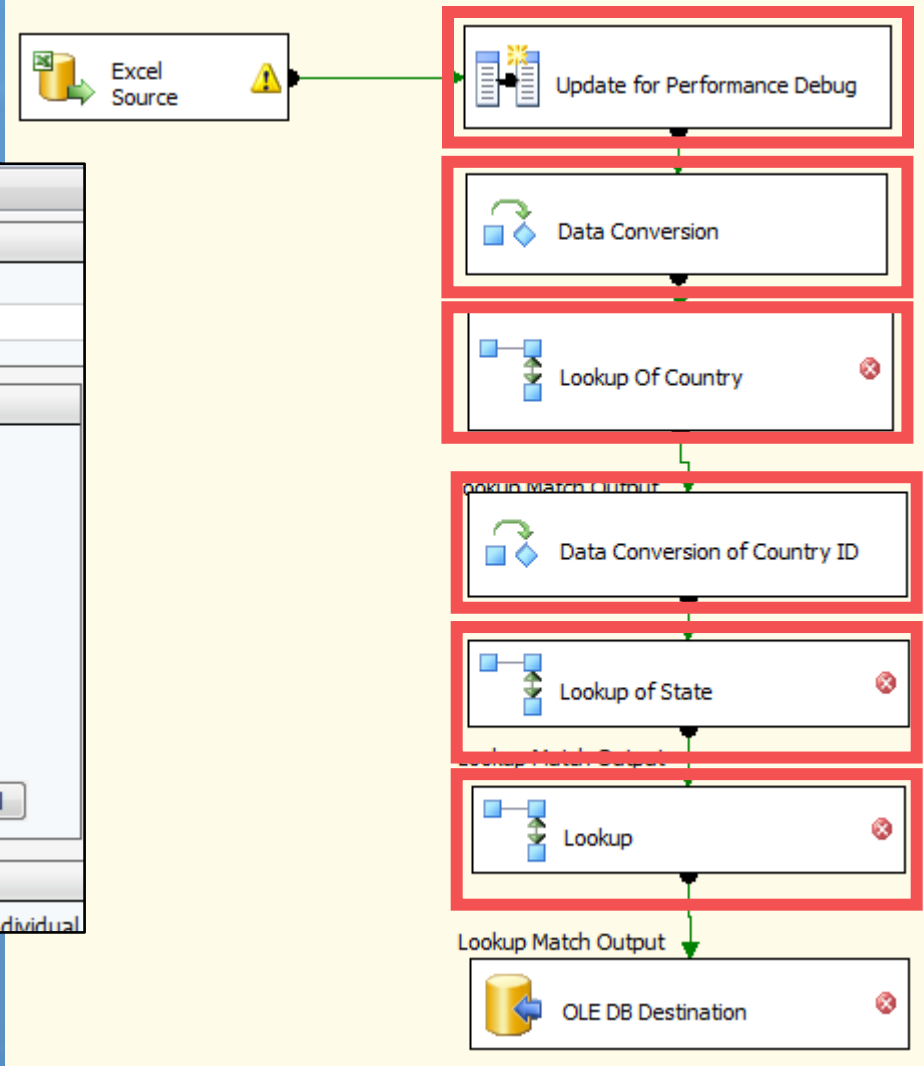
Seat Types Price Zones **Best Seating** Sections Allocations Holds Perf List Housemap Best Seat Zones Legend (*)

◀ Title ▶ ◀ Date ▶ Flex ◀ ▶ Upgrade Mode



Graduations | Step 3: Data Check

| General | | | | |
|------------------------|-------------------------|-----------------|-------------|------------------|
| Names | | Contact Details | | Plans |
| Name | | | | |
| ID | Prefix | First Name | Middle Name | Last Name |
| 142676 | Mrs | Chloe | | Shafto |
| Mailing Address | | | | |
| Salutation 1: | Mrs Chloe Shafto | | | |
| Salutation 2: | | | | |
| Business Title: | Application Specialist | | | |
| Street 2: | Wales Millennium Centre | | | |
| Street 1: | Bute Place | | | |
| Street 3: | | | | |
| Locale: | CARDIFF | Cardiff | CF10 5AL | RA |
| Country: | United Kingdom | Buckinghamshire | Caerphilly | Caithness |
| Dear: | Mrs Shafto | Cambridgeshire | Cardiff | Gen Sal |
| Other | | Carmarthenshire | | |
| Original Source: | Company Member | | | Type: Individual |

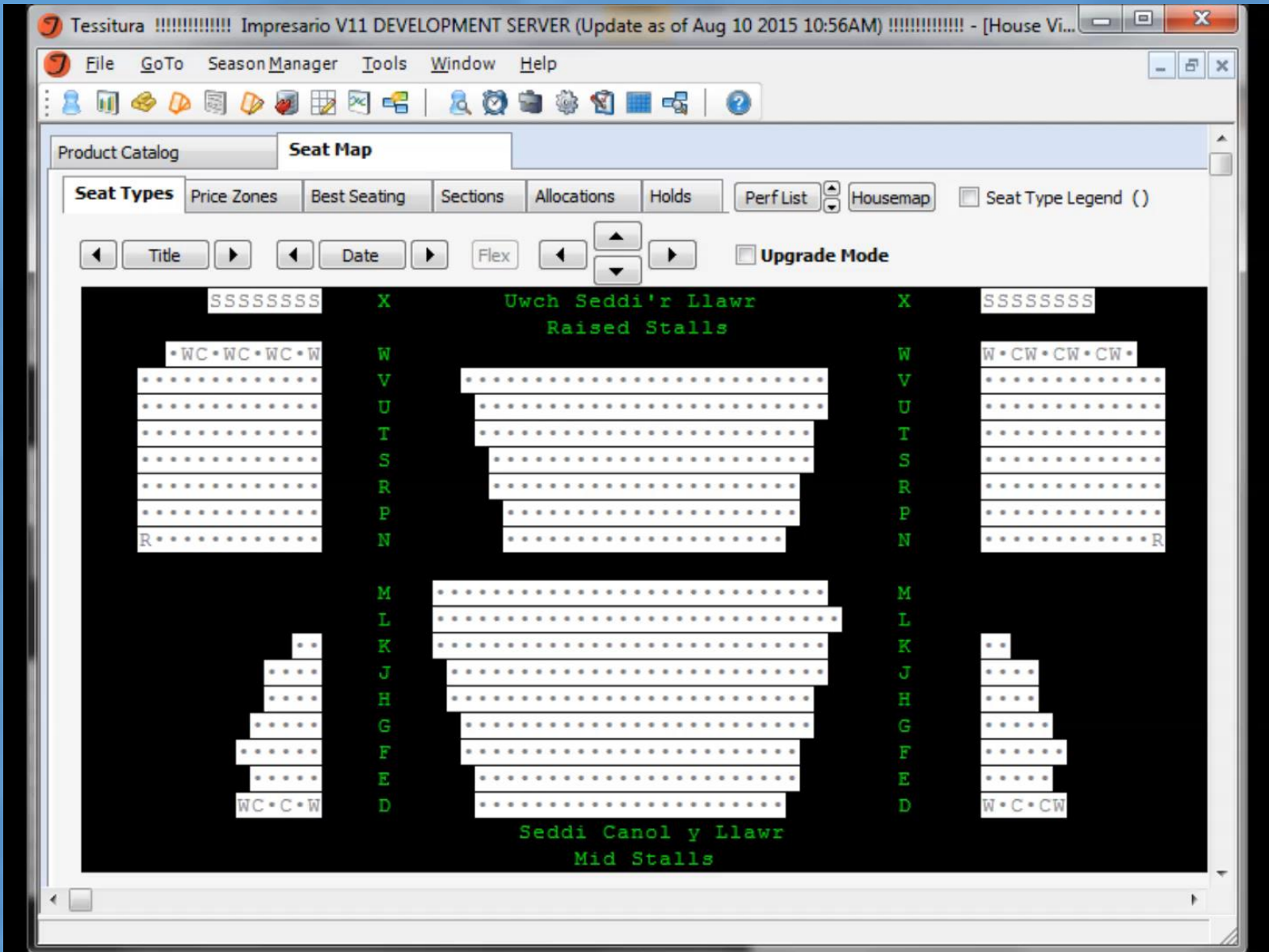


Make sure that data within the spreadsheet is entered correctly and matches fields already within Tessitura.

Graduations | Step 3: Temp Table Created

| master_id | student_no | prefix | fname | mname | lname | city | state | postal_code | country | eaddress |
|-----------|------------|----------|---------------|---------|------------|---------|---------------|-------------|----------------|------------------------------------|
| 1 | 20150000 | NULL | Marshal | NULL | Marshal | Cardiff | NULL | CF5 2YB | United Kingdom | graduationtickets@cardiffmet.ac.uk |
| 2 | [REDACTED] | Miss | Muzhda | NULL | [REDACTED] | Cardiff | Cardiff | [REDACTED] | United Kingdom | [REDACTED] |
| 3 | | Miss | Sania | NULL | [REDACTED] | Cardiff | Cardiff | | United Kingdom | |
| 4 | | NULL | Marshal | NULL | [REDACTED] | Cardiff | NULL | | United Kingdom | |
| 5 | | Miss | Tahmina | NULL | [REDACTED] | Cardiff | NULL | | United Kingdom | |
| 6 | | Miss | Bryanie Jade | NULL | [REDACTED] | Swansea | Pembrokeshire | | United Kingdom | |
| 7 | | Miss | Hanan | NULL | [REDACTED] | Cardiff | NULL | | United Kingdom | |
| 8 | | Miss | [REDACTED] | NULL | BAKER | Cardiff | Mid Glamorgan | | United Kingdom | |
| 9 | | Miss | [REDACTED] | NULL | BARNLEY | Newport | NULL | | United Kingdom | |
| 10 | | Miss | [REDACTED] | NULL | BARRETT | Abadare | NULL | | United Kingdom | |
| 11 | | Miss | [REDACTED] | NULL | BAYLEY | Wrexham | NULL | | United Kingdom | |
| 12 | | Miss | [REDACTED] | NULL | BEES | Cardiff | NULL | | United Kingdom | |
| 13 | | Miss | [REDACTED] | NULL | BEGUM | Cardiff | NULL | | United Kingdom | |
| 14 | | Miss | Dilshana | NULL | [REDACTED] | Cardiff | NULL | | United Kingdom | |
| 15 | | Miss | Jessica Leigh | NULL | [REDACTED] | Newport | NULL | | United Kingdom | |
| 16 | | Mrs | Bethan Sian | NULL | [REDACTED] | Cardiff | NULL | | United Kingdom | |
| 17 | | 20150000 | NULL | Marshal | NULL | Marshal | Cardiff | | NULL | |
| 18 | 20150000 | NULL | Marshal | NULL | Marshal | Cardiff | NULL | CF5 2YB | United Kingdom | |
| 19 | 20150000 | NULL | Marshal | NULL | Marshal | Cardiff | NULL | CF5 2YB | United Kingdom | |

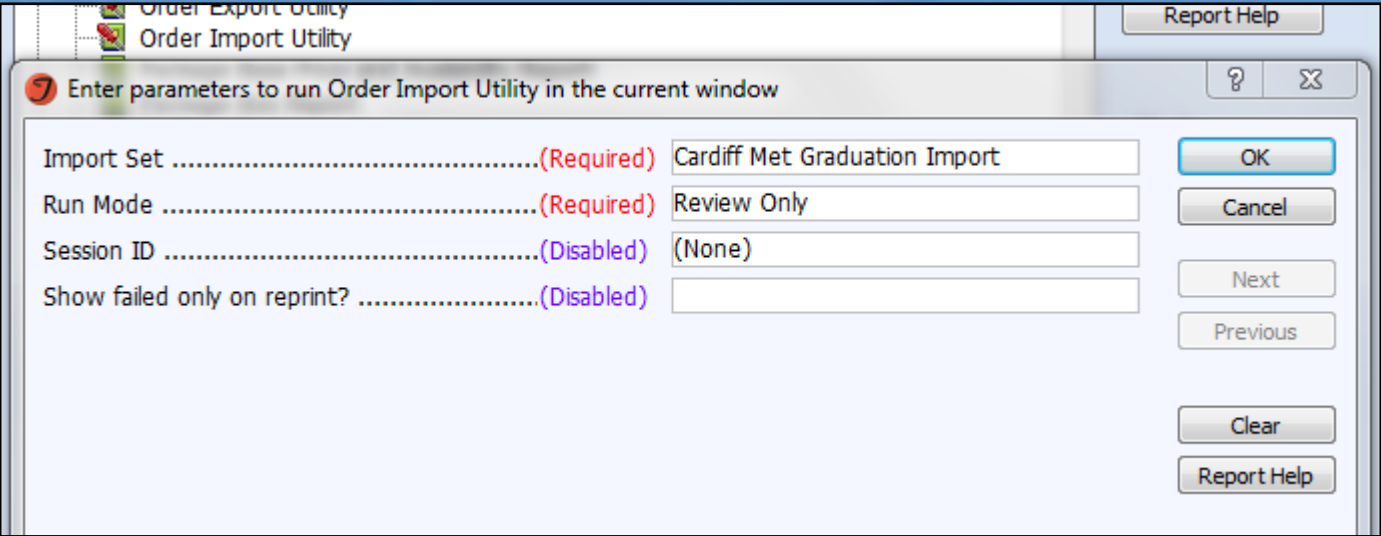
Graduations | Step 4: Allocate Best Seating



Graduations | Step 5: Run Import Utility

At this point, everyone attending have been allocated a seat in a temporary table.

Import the orders using **existing Tessitura functionality** (first as a test, then on LIVE).



Print at Home tickets sent: 10 tickets every 2 minutes to ensure all emails were sent.

Graduations | Step 6: Send Print at Home Emails



Graduation Tickets Attached Tocynnau Graddio Atodedig

Your Graduation tickets are attached to this email. Please bring your tickets with you to the Centre.

If you have any questions or concerns regarding your tickets, please contact our Ticket and Information Office on ticket.contact@wmc.org.uk quoting your order number and customer number.

Order Number \ Rhif archeb:
51532967

Order Date \ Dyddiad yr Archeb:
03/07/2015

Customer Number \ Rhif Cwsmer:
1238389

Mae eich tocynnau Graddio wedi'u hatodi i'r ebost hwn. A wnech chi ddod a'ch tocynnau gyda chi i'r Ganolfan.

Os oes gennych chi unrhyw gwestiynau neu bryderon am eich archeb, cysylltwch â'n Swyddfa Tocynnau a Gwybodaeth ar cyswilt.tocynnau@wmc.org.uk a dyfynnwch eich rhif archeb a'ch rhif cwsmer.

Print at Home Tickets (Please print out the tickets attached in this email and bring them to the ceremony)

Tocynnau i'w Hargraffu Gartref (Argraffwch y tocynnau sydd wedi'u hatodi i'w e-bost yma a dewch â nhw i'r seremoni os gwelwch yn dda)

www.cardiffmet.ac.uk/graduation
www.gownhire.co.uk
@cardiffmetgrad
[#cardiffmet](https://twitter.com/cardiffmet)



This page is your ticket \ Y dudalen hon yw eich tocyn

51459555 9 8636988

Cardiff Metropolitan University
Graduation
Cardiff School of Education
Student
Level 1 Mid Stalls Angorfa

F17
10:30 AM



9900008056398699388

Stage No:315

Great value food and drink at the Centre



Centre customers Save on parking (book in advance)

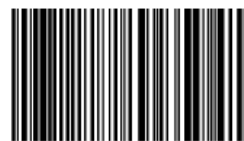


Gwerth gwyth am arllan ar fwyd a diod yn y Ganolfan

wmc.org.uk/ffresh

Arbedion ar barolo i gwsmeriaid y Ganolfan (arohewch o flaen llaw)

wmc.org.uk/waterside



9900008056398699388

Wales Millennium Centre
Bute Place, Cardiff Bay, CF10 5AL

Dear Student

Cardiff Metropolitan University looks forward to welcoming you to your graduation ceremony at Wales Millennium Centre. I am pleased to outline the important information below:-

Students graduating in the morning ceremonies may collect gowns from 7.30am and for the afternoon ceremony from 11am onwards. All gowns will be issued on level 5 at Wales Millennium Centre on the day and must be returned by 5pm.

If you have not yet booked your gown from www.gownhire.co.uk you will need approximately £85 to hire one on the day.

All students will be required to take their seats 45 minutes before the ceremony for a rehearsal. Students are advised to leave all handbags with their guests as you will not be able to carry them across the stage.

Guests will be seated 15 minutes before the start of the ceremony

The ceremony will run for approximately 2 hours.

Please continue to check www.cardiffmet.ac.uk/graduation and follow us at [#cardiffmet](https://twitter.com/cardiffmetgrad)

Many congratulations and enjoy your special day.

Ben Rogers
Assistant Registrar (Student Administration Services)



Canolfan Mileniwm Cymru
Plas Bute, Bae Caerdydd, CF10 5AL

Annwyl Fyfyriwr

Mae Prifysgol Metropolitan Caerdydd yn edrych ymlaen at eich croesawu i'ch seremoni raddio yng Nghanolfan Mileniwm Cymru. Mae'n bleser gennyf amlinellu'r wybodaeth bwysig isod:-

Gall myfyriwr sy'n graddio yn y bore gasglu eu gynau o 7.30am ac ar gyfer seremoni'r prynhawn o 11am ymlaen. Caiff yr holl ynanu eu dosbarthu ar lefel 5 yng Nghanolfan Mileniwm Cymru ar y diwrnod ac mae'n rhaid eu dychwelyd erbyn 5pm.

Os nad ydych wedi archebu eich gŵn eto o www.gownhire.co.uk bydd angen tua £85 amoch i logi un ar y diwrnod.

Rhaid i bob myfyriwr fod yn eistedd yn ei sedd 45 munud cyn y seremoni ar gyfer ymarfer. Caiff myfyriwr eu cyngori i adael pob bag llaw yng ngofal eu gwestai gan na fyddwch yn gallu eu caio ar draws y llw

Bydd y gwestai yn eu seddi 15 munud cyn dechrau'r seremoni.

Bydd y seremoni'n para tua 2 awr.

Parhewch i edrych ar www.cardiffmet.ac.uk/graduation a'n dilyn yn [@cardiffmetgrad](https://twitter.com/cardiffmetgrad) #cardiffmet

Longyfarchiadau mawr a mwynhewch eich diwrnod arbennig.

Ben Rogers
Cofrestrdydd Cynorthwyol (Gwasanaethau Gweinyddu Myfyriwr)

Graduations | FOH Benefits

We copied in Cardiff Met to **every ticket** emailed for their reference

We were able to send Cardiff Met **detailed reports** of where everyone was sat.

We were able to **deal with extra requests** / latecomers directly – rather than via the graduations team who were experiencing their busiest time.

FOH team were up to date on where everyone was sitting and were able to **solve problems straightaway**.

What else is possible?
Award Ceremonies

Odd Seats in Rows! Best seating algorithm doesn't allow single seats to be left

FIX: Add hold codes to make our auditorium rows even numbers before the import.

Human Error! Cardiff Met did a great job at giving us very accurate information, however there will always be human error.

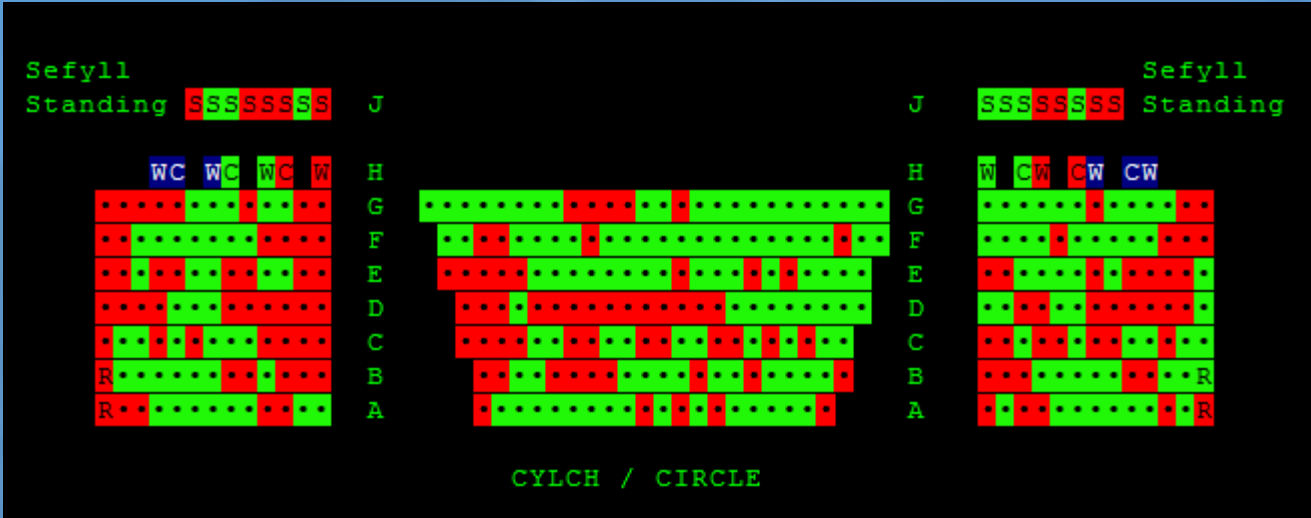
FIX: Step 3 - Data Check was invaluable

FUTURE: Change what data is entered

Be Cautious!

FUTURE: More automated process and confidence next time

Graduations | N-Scan & Print at Home



N-Scan training opportunity for FOH staff.

As a result of this **successful project**, we have rolled out Print at Home for all performances on our main stage.

Approx. 6,000 Print at Home tickets sent so far this year

Potential saving of over **£3,000**



Cardiff Met should have **full control** of where students are seated



Administration **time** should be **reduced**



Administration **costs** should be **reduced**



The **Customer Experience** should be **improved**



Restaurant & Theatre Bars



Check Gift Certificate | Before

We previously developed a gift voucher redemption Android application. This was good but we wanted to integrate into our EPOS system.

Allows customers to redeem Tessitura Gift Certificates against bar/restaurant sales.

This new system was based on the gift voucher app as it allowed you to check the total amount available on a Gift Certificate which would then be redeemed on Point One.



Tessitura API + Check Gift Certificates



WMC Gift Voucher

CANOLFAN
MILENIWM
CYMRU
WALES
MILLENNIUM
CENTRE

Please Enter WMC Voucher Number
Please Wait... Validating Voucher.

12345678

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|-----------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | - |
| q | w | e | r | t | y | u | i | o | p | BackSpace |
| a | s | d | f | g | h | j | k | l | | |
| z | x | c | v | b | n | m | | | | |

Charge Voucher Cancel

Amount Tendered

Summary

£8 00

Payment Type

Amount

Check Gift Certificate

CANOLFAN
MILENIWM
CYMRU
WALES
MILLENNIUM
CENTRE®

Please Enter WMC Voucher Number

Please Wait... Validating Voucher.

3A8D-2064872

Voucher Charged OK

Voucher Charged Successfully
Value Remaining on Voucher: £0.00

OK

1 2 3 0 -
q w e p BackSpace
a s
z x c v b n m

Charge Voucher Cancel

Check Gift Vouchers | In Tessitura

- This then allow you to redeem an amount off the gift voucher by creating an order in Tessitura. With a contribution of the value of the amount redeemed.
- So far we have redeemed £6,917.40 of gift vouchers in over 256 Orders.

The screenshot shows the 'Order Details' window in Tessitura. The window title is 'Order Details' with a green header bar. The main content area contains the following fields:

- Owner:** 423876 **ffresh**
- Source:** 4799
- Hold Dt:** 23/06/2015
- Initiator:** (empty)
- Channel:** WMC Ticket Office
- Solicitor:** webapi
- Order No:** 51513826 **MOS:** WMC ffresh
- Category:** (none)
- Alt Address:** Email
- Order Date:** 23/06/2015 **Delivery:** Hold at Ticket Office
- Account:** (empty)
- Pmt Sched:** No
- Notes:** (empty text area)

Below the fields is a tabbed interface with the following tabs: Line Items, Sub Line Items, Fees, Contributions, History, Transaction Details, and Custom Data. The 'Line Items' tab is active, showing a table with the following data:

| Fund | Amount | Notes |
|----------------------|--------|-------|
| Trading Gift Voucher | 30.00 | |

Check Membership | Before & After



Before - Procedure was disjointed with the Hospitality Assistant contacting the Ticket Office to validate the membership in the absence of a membership card.

Member must present their valid Promise card in order for discount to be applied.

After - Integration with Point One allows us to check the membership validity of a customer and apply discount at Theatre Bars / Restaurant. What if they have lost or forgotten their membership card?

Tessitura API + Check Membership

The screenshot shows a restaurant POS system interface. The background is a photograph of the Wales Millennium Centre building. The POS interface is divided into several sections:

- Categories:** THEATRE BARS, Snacks, Beers & Cider, Soft Drinks, Specials, Roast, Charred, Spiced, Whole, HUFFER, Cakes, Snacks.
- Staff Notices:** Table 666
- Food Table:**

| Item | Quantity | Price |
|---------------|----------|--------|
| Homemade Soup | 1 | £3.60 |
| | 1 | £14.40 |
| | | £1.60 |
| | 1 | £4.00 |
- WMC Member Lookup Dialog:**

WMC Member Lookup

CANOLFAN MILENIWM CYMRU WALES MILLENNIUM CENTRE®

Please Enter WMC Membership ID

1 2 3 4 5 6 7 8 9 0 - _

q w e r t y u i o p BackSpace

a s d f g h j k l

z x c v b n m , .

Space

Query Member Cancel
- Bottom Navigation:** Food, Special / Modify, Item Description, Print Guest Bill, Log Off, Exit, Pay / Close, Kitchen Message, Misc Item, Assign to Seat.

Check Membership | Totals



We have checked over

| date_requested | customer_no | esal1_desc | membership_org | can_receive_benefits | memb_start_dt | memb_expr_dt | status |
|-------------------------|-------------|------------|------------------|----------------------|-------------------------|-------------------------|-------------------|
| 2015-06-27 17:55:38.567 | | | Promise | Y | 2014-08-03 22:03:31.730 | 2015-08-02 23:59:59.000 | Promise |
| 2015-06-27 18:38:17.113 | | | Promise Gold New | Y | 2015-05-28 12:58:05.867 | 2016-05-27 23:59:59.000 | Promise Gold N... |
| 2015-06-27 18:38:28.147 | | | Promise Gold New | Y | 2015-05-28 12:58:05.867 | 2016-05-27 23:59:59.000 | Promise Gold N... |
| 2015-06-27 18:43:47.250 | | | Promise Gold New | Y | 2014-10-09 11:27:34.313 | 2015-10-08 23:59:59.000 | Promise Gold N... |
| 2015-06-27 19:03:28.757 | | | Promise | Y | 2009-09-11 12:39:29.283 | 2015-09-10 23:59:59.000 | Promise |
| 2015-06-27 19:03:43.377 | | | Promise | Y | 2009-09-11 12:39:29.283 | 2015-09-10 23:59:59.000 | Promise |
| 2015-06-28 14:32:49.090 | | | Promise | Y | 2015-05-23 12:22:44.737 | 2016-05-10 23:59:59.000 | Promise |
| 2015-06-28 15:07:30.767 | | | Promise | Y | 2012-05-24 17:25:33.293 | 2016-05-31 23:59:59.000 | Promise |
| 2015-06-30 11:26:11.147 | | | Promise | Y | 2011-04-21 11:23:48.023 | 2016-04-20 23:59:59.000 | Promise |
| 2015-06-30 18:44:15.690 | | | No Membership | N | NULL | NULL | No Membership |
| 2015-06-30 18:55:05.513 | | | Promise | Y | 2012-10-10 14:16:06.030 | 2015-10-09 23:59:59.000 | Promise |
| 2015-07-01 14:38:04.310 | | | Promise | Y | 2015-04-06 00:00:00.000 | 2016-04-05 23:59:59.000 | Promise |
| 2015-07-01 16:06:58.263 | | | Promise | Y | 2015-05-23 12:22:44.737 | 2016-05-10 23:59:59.000 | Promise |



within the database for future reporting



Chloe.Shafto@wmc.org.uk
Chloe.Hearne@wmc.org.uk

DIOLCH



Questions?



Holly Clarke & Ryan Mason
Royal Shakespeare Company



Jonathan Thompson
Birmingham Hippodrome



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MILLENNIUM
CENTRE®

Chloë Hearne & Chloë Shafto
Wales Millennium Centre

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

WHAT'S NEXT?

- This is now the end of the day, we wish you all safe travels and we hope that you have enjoyed TEC15!
- Don't forget to collect your luggage from the cloakroom at the Crowne Plaza Hotel