

**TESSITURA
EUROPEAN
CONFERENCE**

DUBLIN 2016





TICKETING MINI MAGIC

This is the
'why didn't I think
of that'
session!

- **PRESENTERS**

Ryan Allen : Birmingham Hippodrome

Rachael Magson : Birmingham Hippodrome

Phil Gietzen : Garsington Opera

James Orr : Young Vic

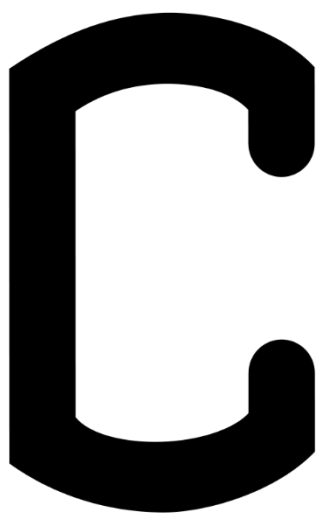
- **CONTENT PLANNER**

Matthew Ingham : Mayflower Theatre

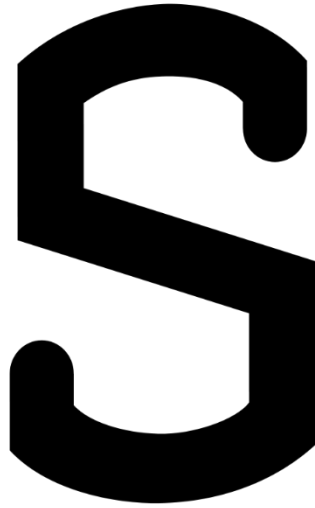
Share your favourite
content and photos!

#TECDublin16

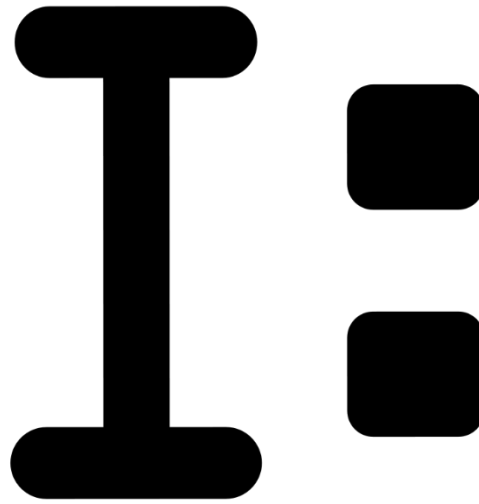




Customer



Service



Issue

Ryan Allen

Birmingham Hippodrome

@rallen91



The Basics

Customer Service Issues (CSIs) are objects in Tessitura that can be used to record and internally communicate constituent responses, requests, and special needs. CSIs have four user-defined dropdown fields for categorizing the CSI. There are also fields for associating CSIs with performances or packages. All of these fields can be used for reporting, searching and/or recording the primary data of the issue. - *Tessitura*

Customer Service Issue

Constituent ID: 2661571 Owner: Ryan Allen

Issue #:

Issue Date: 04/10/2016 Urgent:

Contact Method: Category:

Activity Type: (none) Origin: (none)

Season: (none) Performance: Package: (none)

Notes:

Reminders

Issue Actions:

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

Add Action Save Close

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System Tables

TR_CUST_ACTIVITY_CATEGORY			
Id	Description	Auto Close	Inactive
17	1- Box Office	<input type="checkbox"/>	<input type="checkbox"/>
13	2- Restaurant	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	3- Information Request	<input type="checkbox"/>	<input type="checkbox"/>
22	4- Front of House	<input type="checkbox"/>	<input type="checkbox"/>
26	4b- Heritage Tours	<input type="checkbox"/>	<input type="checkbox"/>
15	5- Memberships	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	6- Customer Services	<input type="checkbox"/>	<input type="checkbox"/>
24	7- Marketing	<input type="checkbox"/>	<input type="checkbox"/>
25	8- Hospitality	<input type="checkbox"/>	<input type="checkbox"/>
23	9a- Development	<input type="checkbox"/>	<input type="checkbox"/>
16	9b- Education	<input type="checkbox"/>	<input type="checkbox"/>
12	Customer Notifications	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Internal Note	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	Staff Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Web - Donations	<input checked="" type="checkbox"/>	<input type="checkbox"/>

TR_CUST_ACTIVITY_TYPE			
Id	Description	Category	Perf Ind
54	< 10 Menu Request	2- Restaurant	N
53	> = 10 Menu Request	2- Restaurant	N
67	11/12 Payment Issue	1- Box Office	N
92	Access Request	4b- Heritage Tours	Performance
36	Access Request (FoH)	4- Front of House	Performance
34	Autumn Season Brochure	3- Information Request	N
83	BRB Dining Request	3- Information Request	N
66	BRB Pre-Dining	3- Information Request	N
15	BRB Season Brochure	3- Information Request	N
87	BRB Sub Query	1- Box Office	N
90	Call back	1- Box Office	N
64	Canapes Request	2- Restaurant	Performance
65	Child Name and Age (Edu)	9b- Education	Performance
8	Comment (Box)	1- Box Office	Perf or Pkg
28	Comment (Cus)	6- Customer Services	Perf or Pkg
40	Comment (Dev)	9a- Development	N
44	Comment (Edu)	9b- Education	N
59	Comment (FOH)	4- Front of House	N
47	Comment (Hos)	8- Hospitality	N
50	Comment (Mar)	7- Marketing	N

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Education

Fundraising

Hospitality

Memberships



Gift Vouchers

Group Bookings

Ticket Sales

Visitor Services



Ticket Sales MINI MAGIC!

10th October 2017 – 7:30pm

Age Guidance 12+

Potentially Restricted View

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birminghamhippodrome.com

Tickets & Information

0844 338 5000 tickets@birminghamhippodrome.com

0844 calls to us cost you 4.5p/min plus your phone company's access charge.

5% transaction charge applies excluding cash sales in person.

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Detailed information about your booking

Order # 8338196/DB

TICKETS				Price	Qty	Total
Miss Saigon	29/07/2017 2:30 PM	STALLS	A - C	£64.50	22	£1,419.00
				Price	Qty	Total
Postage				£1.00	1	£1.00
Total (including transaction charge):						£1,420.00
Amount paid:						£0.00
Total due:						£1,420.00

Additional information about your booking

Order # 8338196/DB

Show Information

Age Guidance 12 years+

The performance contains strong language, strobe lighting, pyrotechnics, dry ice & smoke.

Miss Saigon contains some scenes and language which may not be suitable to younger audience members, including scenes of a sexual nature.



Issue #: 89197

Issue Date: 14/10/2016

Urgent:

Contact Method: Phone: Inbound

Category: 1- Box Office

Activity Type: Groups Confirmation Notes

Origin: (none)

Season: (none)

Performance:

Package: (none)

Notes:

Show Information

Age Guidance 12 years+

The performance contains strong language, strobe lighting, pyrotechnics, dry ice & smoke.

Miss Saigon contains some scenes and language which may not be suitable to younger audience members, including scenes of a sexual nature.



H FRIENDSHIP

Birmingham Hippodrome
Gift Voucher
Voucher Number: 9160-1782892
Original Amount: £0.01
Amount Used: £0.00
Current Balance: £0.01

Voucher may be redeemed:
By Telephone: 0844 338 5000 (Calls cost 4.5p/min plus access charge)
In person: Hurst Street, Birmingham, B5 4TB
When redeeming this voucher, a 5% transaction charge will be incurred. 8341784
Change will not be issued if redeeming in Restaurant
Voucher valid for two years from 13/10/16

BIRMINGHAM HIPPODROME birminghamhippodrome.com Tickets & Information 0844 338 5000 tickets@birminghamhippodrome.com

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Purchase a gift voucher

Gift Vouchers make the ideal gift for everyone and can be redeemed against ticket and restaurant purchases at Birmingham Hippodrome.

I would like to purchase gift voucher(s), each to the value of £

Optional gift voucher information

Birmingham Hippodrome gift vouchers can be dispatched directly to a recipient of your choice. In the box below simply supply us with a name and address, then we will ensure your voucher is sent directly to them.

Recipient Information (name, address and gift message)

[Add to basket](#)

Please remember to close the CSI once you have fulfilled the order.

A778-1782132	8339837	£50.00	1
--------------	---------	--------	---

CSI Information specified by the customer: Recipient:

Line Item ID: A778-1782132

Customer Number: 2769436

Order Number: 8339837

Please remember to close the CSI once you have fulfilled the order.

Issue #:	89149	Urgent:	<input type="checkbox"/>
Issue Date:	12/10/2016	Category:	1- Box Office
Contact Method:	TNWP	Origin:	TNWP (Gift Voucher)
Activity Type:	Gift Voucher Information	Season:	(none)
Performance:		Package:	(none)

Notes:

Recipient:
Line Item ID: A778-1782132
Customer Number: 2769436
Order Number: 8339837

Created: 12/10/2016 11:08:58 by TNWP at TESS-INETGW Modified: 12/10/2016 11:08:58 by dbo

Reminders

Issue Actions:

User	Date	Action Date	Action	System Date	Resolved
rwood	13/10/2016 09:47:37	13/10/2016	GEN: Closed		<input checked="" type="checkbox"/>

Friends and Patron Membership

Friends Membership

Join Birmingham Hippodrome's popular Friends scheme today from as little as £40 per year. It's unbeatable value - your membership could pay for itself in just one visit!

- Single Friend Membership £40
- Joint Friends Membership £80
- Family/Group of Four Membership £70

Patrons Membership

With all of the benefits of the Friends scheme, plus invitations to special events and access to VIP facilities, Patrons also play an important role in supporting the theatre.

- Supporting Cast Membership From £250*
- Leading Role Membership From £700*
- Headline Act Membership From £1,400*
- Hippodrome Circle Membership From £3,000*

I would like to purchase/renew my of £ 60.00

Joint Membership Second Card Holder's Information

Joint membership includes two membership cards. Please supply us with a second card holder's name for your membership pack.

Prefix *

First Name *

Last Name *

*** Required Field**



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Access

Issue #: 88021

Issue Date: 15/07/2016

Urgent:

Contact Method: In Person

Category: 4- Front of House

Activity Type: Access Request (FoH)

Origin: (none)

Season: Hippodrome Theatre (16/17) Performance: CC110916M Package: (none)

Chitty Chitty Bang Bang
Sun 11/09/2016 13:00

Notes:

Cust bringing a guide dog



Box Office Contact



Unfortunately the box office is now closed and will re-open from 10am (Monday – Saturday).

One of our Box Office team can contact you in the morning to help you with your enquiry. Please fill out this form and hand it in to a member of the theatre staff.

The team will endeavour to contact you before 12pm, midday, by phone. Please give as much information about your enquiry, which will help us deal with your enquiry quicker and more efficient.

Title: _____ First Name: _____

Surname: _____

First Line of your address: _____

Postcode: _____

Telephone Number: _____

E-mail Address: _____

Show: _____ Date/Time: _____

Level: *Stalls Circle* (Please circle appropriate) No. Of Tickets: _____

Any Access Requirements: _____

In line with the Data Protection Act 1988, we'd like to update you on further events and other services, and let you know about our charitable activities. What are your preferred methods?

Phone Email Mobile Mail None

BOX OFFICE USE ONLY

Contact Made By: _____ Date: _____
Time: _____ Customer Number: _____



Customer Service Issue

Constituent ID:	<input type="text" value="2661571"/>	Owner:	<input type="text" value="Ryan Allen"/>
Issue #:		Urgent:	<input type="checkbox"/>
Issue Date:	<input type="text" value="13/10/2016"/>	Category:	<input type="text" value="1- Box Office"/>
Contact Method:	<input type="text" value="In Person"/>	Origin:	<input type="text" value="(none)"/>
Activity Type:	<input type="text" value="Call back"/>	Season:	<input type="text" value="(none)"/>
		Performance:	<input type="text" value="(none)"/>
		Package:	<input type="text" value="(none)"/>

Notes:
Would love to book tickets for The Full Monty!

Fundraising

DEBORAH
23 YEARS IN
BOX OFFICE
"THANK YOU FOR
BOOKING!"

SANDRA 'SANDY'
23 YEARS OF
HIPPODROME SERVICE
THANK YOU

MARINA
THE BOX OFFICE UNICORN!
AND BEST 'FRIEND'
OF THE HIPPO
20 YEARS
THANKS BABY!

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Parameters: List: (None)

Name	Area	Seat	Next Perf
Sheila Knight	CIRCLE	X19	
(C X19) Loving memory of Mom, Ellen Hodgkiss, thanks for a happy childhood			
Sheila Knight	CIRCLE	X18	
(C X18) Loving memory of Dad, Albert Hodgkiss, thanks for a happy childhood			
Jennifer Holford	CIRCLE	W19	
(C W19) Pete Colley (1954-2004) who loved his family, music and the theatre			
Jennifer Holford	CIRCLE	W18	
(C W18) Remembering Joyce Myra Jones (1913-1995) through her love of this theatre			
Patricia Griffin	STALLS	V36	
(S V36) Helen Patricia Wykes. I Loved All theatre. Hope You Enjoy			
Margaret Corles	STALLS	V12	
(S V12) The Corles Family			



To Recap...

- A great way to cross communicate (with the right reports)
- Perfect for departments to keep an eye on important info
- Customable to suit your organisational needs – especially if you're running a specific campaign

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Any Questions?

Ryan Allen

ryanallen@birminghamhippodrome.com

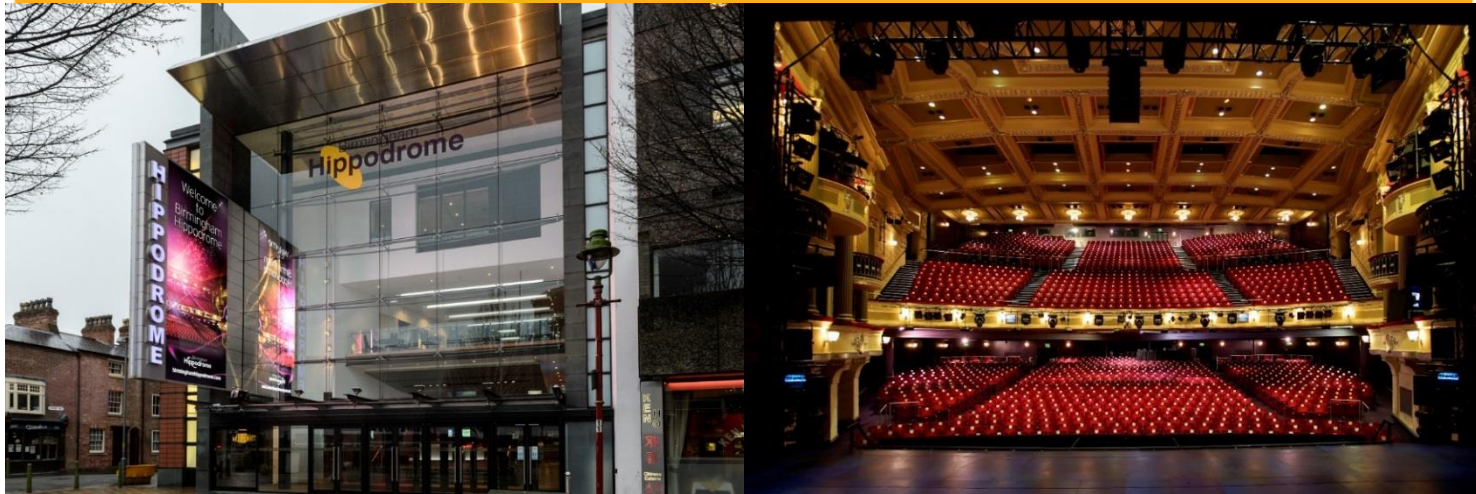
0121 689 3196

@rallen91



BIRMINGHAM HIPPODROME

A world-class Birmingham arts scene,
with the Hippodrome centre stage.



Rachael Magson
Fundraising Manager



Main Stage Stats

- c.400 performances a year
- 500,000+ visitors
- Main Stage: 1,843 seats
- Patrick Centre: 206 seats

Hippodrome CREATIVE Stats

- Artistic commissions
- Strategic creative learning programme
- 300,000+ audiences and participants
- 100's of volunteers
- 1000's of discounted tickets for schools

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CREATIVE



MINI MAGIC - PLANS



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THE PROBLEM

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TRUSTS & FOUNDATIONS

Pre Application Research
Meetings
Emails
Telephone Calls



Spreadsheet
Notepad
Emails
Outlook

Application
Chasing
Outcome
Awards
Cheques/BACS



More spreadsheet
Word document
Postal Service
Emails/ Telephone Calls
Outlook Reminders
Finance cash cheque direct to bank

Thank You
Stewardship
Re-application



More Spreadsheets
More outlook reminders

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THE SOLUTION!

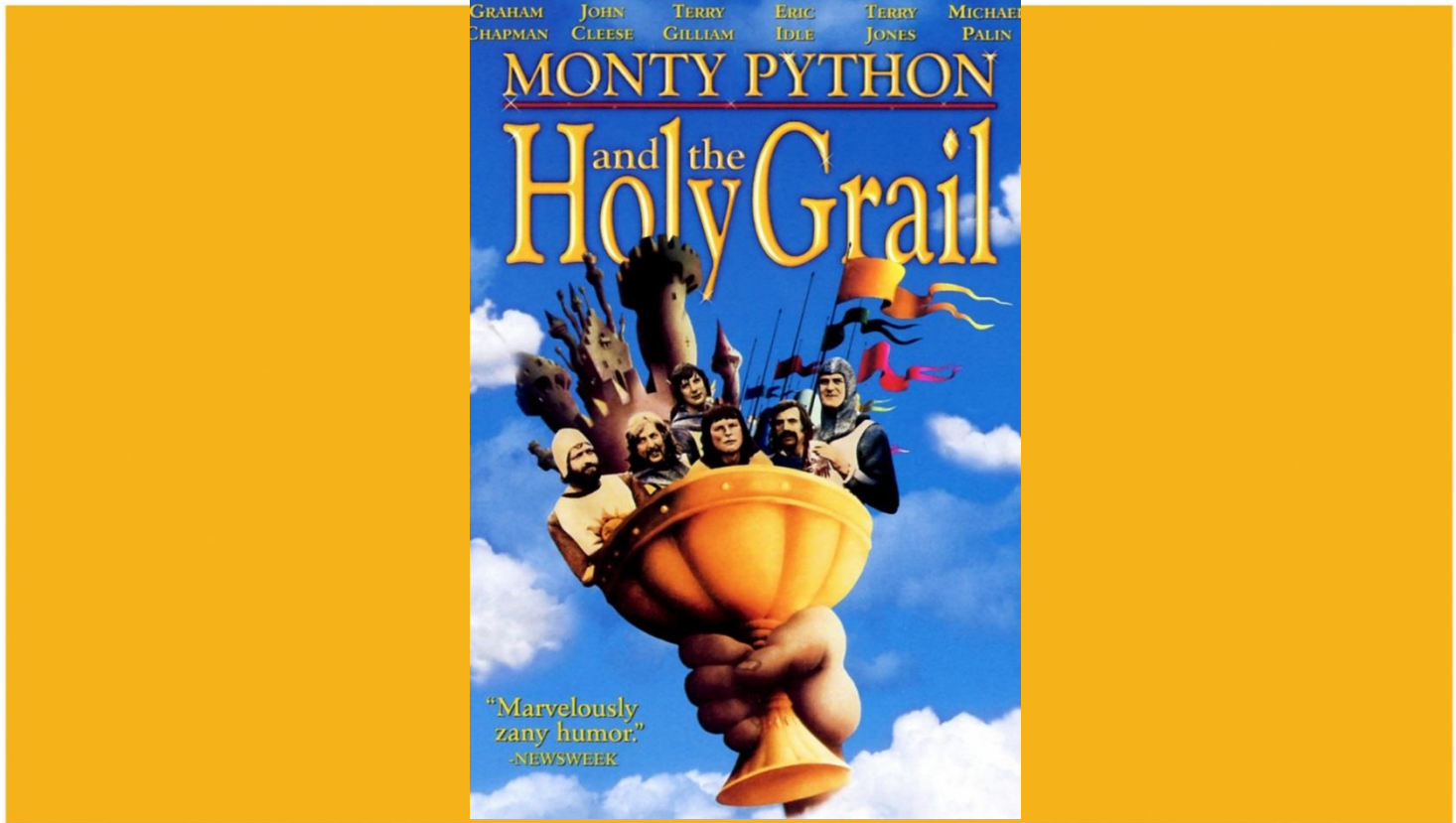
Always be
making plans.

**BIG
PLANS.**

Barbie
Dream House
plans.

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Detail

Owner: Sutton Coldfield Charitable Trust	Ask: £24,785.00	Start Dt: 31/03/2016	Primary Worker:
Campaign: DEV - Trusts (16/17)	Goal: £20,000.00	By: 00/00/0000	Rachael Magson
Designation: Trust Funding	Recorded: £24,785.00	Cont Total:	<input type="button" value="Workers (6)"/> <input type="button" value="Contributions (0)"/>
Fund: (none)	Plan Source: D Research		
Type: D Trusts	Priority: High	Probability: 70%	
Status: D6 Steward			

Custom Data

Notes

Sutton Coldfield Charitable Trust - Only fund activity happening within the Sutton boroughs - Main contact John Hemming.
 New Trust Funder to Birmingham Hippodrome in 2016.
 Funded full request for Furious Folly - £24, 785
 Website here -<http://www.suttoncoldfieldcharitabletrust.com/>
 Funding is released based on invoices, not granted in advance.

Created: 31/03/2016 12:44:43 by rgriffin at HIPWS052 Modified: 24/08/2016 13:32:41 by rgriffin

Plan Steps

Description	Step Type	Step Date	Due Date	Completed	Worker	Modified
D Contact	D Contact	19/09/2016	01/10/2016		Rachael Magson	19/09/2016 by rgriffin
D Contact	D Contact	19/09/2016		30/08/2016	Rachael Magson	19/09/2016 by rgriffin
D Award	D Award	19/09/2016		30/08/2016	Rachael Magson	19/09/2016 by rgriffin
D Outcome	D Outcome	19/09/2016		30/08/2016	Rachael Magson	19/09/2016 by rgriffin

Plan Steps

Description	Step Type	Step Date	Due Date	Completed	Worker		Modified
D Ask	D Ask	04/02/2016	04/02/2016	Rachael Magson			31/03/2016 by rgriffin
D Follow-Up	D Follow-Up	22/01/2016	22/01/2016	Rachael Magson			31/03/2016 by rgriffin
D Contact	D Contact	18/01/2016	18/01/2016	Rachael Magson			31/03/2016 by rgriffin
D Meet	D Meet	13/01/2016	13/01/2016	Rachael Magson			31/03/2016 by rgriffin

Add Step

Save

Close

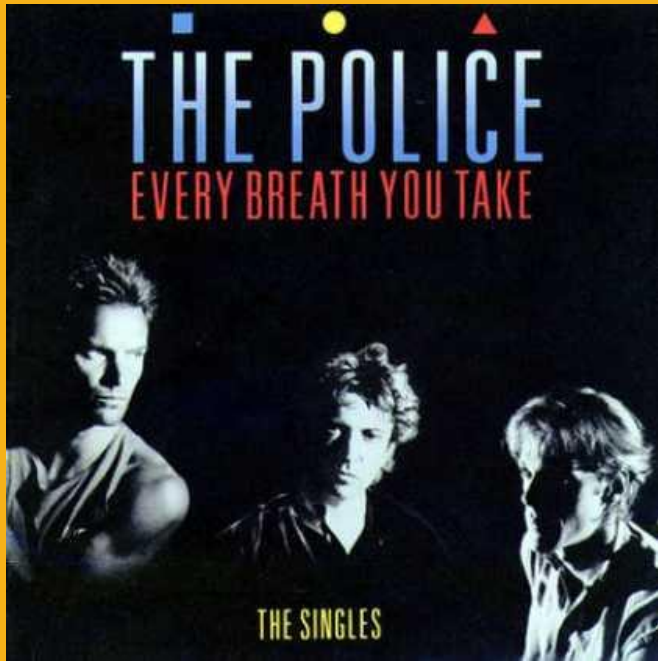
Plan Steps

Description	Step Type	Step Date	Due Date	Completed	Worker		Modified
D Contact	D Contact	19/09/2016	01/10/2016	Rachael Magson			19/09/2016 by rgriffin
D Contact	D Contact	19/09/2016		30/08/2016	Rachael Magson		19/09/2016 by rgriffin
D Award	D Award	19/09/2016		30/08/2016	Rachael Magson		19/09/2016 by rgriffin
D Outcome	D Outcome	19/09/2016		30/08/2016	Rachael Magson		19/09/2016 by rgriffin

Add Step

Save

Close



Or as The Police sang:

'Every Step You Take,
I'll Be Watching You...'

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Owner: Sutton Coldfield Charitable Trust
Plan: DEV - Trusts (16/17) / Trust Funding

Step Type: Meet
Step Date: 13/01/2016
Warn Days: [+/-]
Step Description: D Meet
Due Date: 00/00/0000
Priority: Medium
Worker: Rachael Magson
Completed Date: 13/01/2016
Associate ID: [] **Associate Name:** []

Attachment: [Add]

Notes:

Dir of Creative Programmes (GC), Development Manager for Ind & Trusts (RG) and Creative Learning Officer (LL) met with John Hemming on 13 January to learn more about the trust and for John to hear more about Hippodrome CREATIVE. Very positive meeting with a steer towards application level and timeframe. An application was submitted in due course. Martin Guest and Simon Boardman Weston (Birmingham Hippodrome Development Trustees had connections to trustees of the charitable and sent supportive emails following submission of the application.

Created: 31/03/2016 12:47:44 by rgriffin at HIPWS052 Modified: 31/03/2016 12:47:44 by rgriffin

Owner: Sutton Coldfield Charitable Trust

Plan: DEV - Trusts (16/17) / Trust Funding

Step Type: D Ask

Step Date: 04/02/2016

Warn Days: []

Step Description: D Ask

Due Date: 00/00/0000

Priority: Medium

Worker: Rachael Magson

Completed Date: 04/02/2016

Associate ID: []

Associate Name: []

Attachment: [Furious Folly Long Proposal.docx](#) 

Notes:

Longer proposal sent following steer from John Hemming. Request - £24,785.

Created: 31/03/2016 12:49:17 by rgriffin at HIPWS052 Modified: 31/03/2016 12:50:28 by rgriffin

Details

New

Fund: Hippodrome Creative

Campaign: DEV- Donations

Designation: Donations

Plan: DEV - Trusts (16/17) / Trust Fundi

Pledge: .00

Amt. Paid: .00

Payment: 1.00

Payment Plan

Beginning: 04/10/2016

Ending: 04/10/2017

of Payments:

Schedule

Clear

Amount	Date	Status	Received
£0.00			£0.00

Insert Delete

Billing

Billing Type:

Account:

Total Paid 1.00 **Total Due** .00

OK Cancel Close



Step

Owner: Sutton Coldfield Charitable Trust
Plan: DEV - Trusts (16/17) / Trust Funding

Step Type: D Contact
Step Description: D Contact
Worker: Rachael Magson
Associate ID: 2662711
Associate Name: Mr Graham Callister

Step Date: 19/09/2016
Due Date: 01/12/2016
Completed Date: 00/00/0000

Warn Days: 4
Priority: Medium

Attachment: Add

Notes:
Catch up call - our current plans and their current priorities

Created: 19/09/2016 15:43:30 by rgriffin at HIPWS052 Modified: 07/10/2016 10:31:55 by rgriffin

Prev Next Save Cancel

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Reminders, Portfolios and Reports

- 2204546** The E H Smith Charitable Trust DEV - Trusts (16/17) D Follow-Up rgriffin 20/06/2016

 Task Medium 01/09/2016 Rachael Magson 00/00/0000 Not Complete

Notes: Follow up if not heard anything. 3K request for Hansel and Gretel
- 2215605** The George Fentham Trust DEV - Trusts (15/16) D Invite rgriffin 20/07/2016

 Task Medium 01/09/2016 Rachael Magson 00/00/0000 Not Complete

Notes: check with team and invite to autumn sharing



Mrs Rachael J Magson Primary Worker Only Status: (filter by status) Role: (filter by role) (select columns)

Ask Amount	Has Open Steps	Next Step Date	Next Step Type	Complete By	Type	Constituent Name	Active Workers	Plan	Status	Last Step Type
£5,000.00	true				D Trusts	Mackintosh Founda	Rachael Magson, Gr	DEV - Trusts (15/1	D6 Steward	Campaign Change
£5,000.00	false				D Trusts	Alan Higgs Charity	Rachael Magson, Gr	DEV - Trusts (16/1	D3 Proposal/Ask	D Follow-Up
£500.00	true				D Trusts	Alan Woodfield Cha	Rachael Magson, Gr	DEV - Trusts (15/1	D6 Steward	D Contact
£2,000.00	false				D Trusts	The Albert Van Dei	Rachael Magson, Gr	DEV - Trusts (16/1	D3 Proposal/Ask	D Follow-Up
£15,000.00	false				D Trusts	Arts Council Englan	Graham Callister, Ra	DEV - Trusts (16/1	D2 Cultivate	D Research
£79,500.00	false				D Trusts	Arts Council Englan	Graham Callister, Ra	DEV - Trusts (16/1	D6 Steward	D Award
£2,000.00	true				D Trusts	The Aurelius Charit	Rachael Magson, Gr	DEV - Trusts (15/1	D6 Steward	D Ask





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RECAP: USEFUL FEATURES

- Assign tasks to yourself or to colleagues
- Set yourself advance steps and reminders
- Set yourself fundraising targets, goals and results
- Stores all your information in one place
- Attaches documents and emails
- Link to another key person in the relationship
- Follows the relationship from research to result
- You can link a plan to a contribution

PLUS.... If I win the lottery and leave, its all in one place!

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THE RESULT?

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	A	B	C
1			
2			
3			
4			
5			
6			
7			

Blank workbook

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WHAT ELSE COULD PLANS DO?

In the Fundraising Team we have rolled out plans to:

- Current Patrons
- Prospective Individuals
- Gala Prize Winners

Other areas of the organisation are going to use plans for:

- Marketing: steps taken for on-sale of new shows
- Box Office: Group booker prospects
- Business Development: Corporate Partnerships

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Questions?I'm happy to help
Advice to give?.....I'm all ears!
Want to visit?We'll give you a warm welcome

Rachael Magson
Fundraising Manager
Birmingham Hippodrome

rachaelmagson@birminghamhippodrome.com

0121 689 3067

Twitter: @rjgriffin12





Garsington Opera

Phil Gietzen
Box Office Manager

Garsington Opera

- 1989 – Garsington Manor, Oxfordshire
- 2011 – Moved to Wormsley Estate, Buckinghamshire
- 2017 – 4 Opera Productions, 33 nights + People's Opera





Fidelio - 2014

GO≤35 Membership

- £10 Membership Fee
- 2 Subsidised £30 tickets
- Half price programme
- Free minibus transfer from train station
- Champagne reception



Modes of Sale

- “Used to define which performances or packages can be added to a ticket order”

Modes of Sale	MOS Category	MOS/Price Type	MOS/Allocation			MOS/User Group		
Description	Category	General Public	SLI Auto Delete	Must Be Paid	Must Be Seated	Must Be Ticketed	Allow Uns/Paid	
Comps	Comps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Default Mode of Sale	Default TR_MOS_CATEGORI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Dress Rehearsals	Dress Rehearsals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Everything	Everything	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Extras Sales	Extras Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Internet	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Main Sales	Main Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Web - Heritage	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Web-Affiliate Members	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Web-Company	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Web-Education	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Web-GO<35	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

MOS/Price Type

Mode of Sale	Price Types	Price Types	Default
Comps	1 person table	£20 Offer	<input type="checkbox"/>
Default Mode of Sale	10 person table	£30 Offer	<input type="checkbox"/>
Dress Rehearsals	10 person table OFFICE	Adult	<input type="checkbox"/>
Everything	11 person table	Child or full-time student	<input type="checkbox"/>
Extras Sales	11 person table OFFICE	Comp	<input type="checkbox"/>
Internet	12 person table	GO<35	<input type="checkbox"/>
Main Sales	12 person table OFFICE	Included	<input type="checkbox"/>
Web - Heritage	2 person table	Meat Option	<input type="checkbox"/>
Web-Affiliate Members	3 person table	Standard	<input checked="" type="checkbox"/>
Web-Company	4 person table	Times+	<input type="checkbox"/>
Web-Education	5 person table	Vegetarian Option	<input type="checkbox"/>
Web-GO<35	6 person table		
Web-Members			

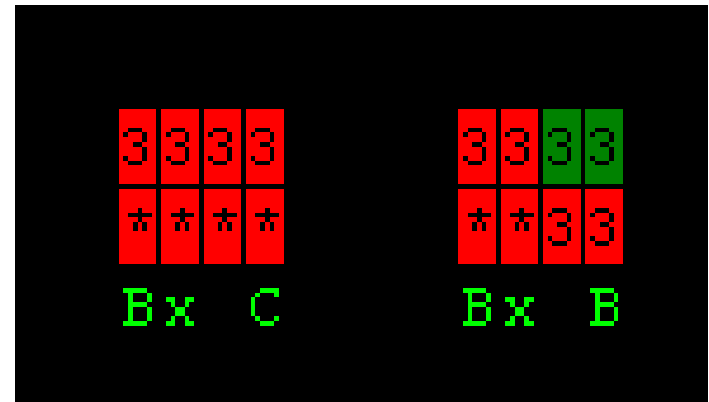
Allocation Codes

- “Allocation codes are used to control the seats available to a particular group of bookers based either on Mode of Sale or Constituent Rank”

Hold Codes	Hold Code/User Group	Allocation Codes	Allocation/MOS	
Description	Legend		Created	Modifie
£30 offer	D	✘	Created: 28/04/2015 17:54:18 by Modified: 28/04/2015 17:54:18 by	
GO<35	3	✘	Created: 21/03/2014 19:24:56 by Modified: 21/03/2014 19:24:56 by	
Times+	T	✘	Created: 10/04/2015 12:43:38 by Modified: 10/04/2015 12:43:38 by	
Unassigned	*	✘	Created: 21/03/2014 19:24:56 by Modified: 21/03/2014 19:24:56 by	
		✘		

Allocations and Garsington Opera

- Only present subsidised tickets on seat map in TNEW
- Allocation associated with Train Transfer – changes price type



Allocation Codes – The Problems

Modes of Sale

Hold Codes	Hold Code/User Group	Allocation Codes	Allocation/MOS
Allocation Codes (Legend)		Available Modes of Sale	0 Selected
£30 offer (D)		Modes of Sale	
GO<35 (3)		Comps	
Times+ (T)		Dress Rehearsals	
Unassigned (*)		Internet	
		Web - Heritage	
		Web-Affiliate Members	
		Web-Company	
		Associated Modes of Sale	
		Modes of Sale	Created
		Default Mode of Sale	21/03/2014 19:24:41 by dbo
		Everything	21/03/2014 19:24:41 by dbo
		Extras Sales	21/03/2014 19:24:41 by dbo
		Main Sales	21/03/2014 19:24:41 by dbo
		Web-GO<35	21/03/2014 19:24:41 by dbo

Allocation Codes – The Problems

Messaging

SOLD OUT - RETURNS ONLY

Promo Codes

- “ A promo code is a word or phrase that has been associated with a source to facilitate more user-friendly communications with customers, such as telling customers to enter Pumpkin for a special Halloween deal instead of source 123.”

TR_WEB_SOURCE_NO

TR_WEB_RANKING	69	4211 Web-Affiliate Members	<input type="checkbox"/>	berrybrospriority	Tessitura Web
TR_WEB_SOURCE_NO	70	4212 Web-Affiliate Members	<input type="checkbox"/>	regalpriority	Tessitura Web
TR_WORKER_ROLE	71	4213 Web-Affiliate Members	<input type="checkbox"/>	rsmpriority	Tessitura Web
TR_WORKER_TYPE	72	4214 Web-Affiliate Members	<input type="checkbox"/>	rscpriority	Tessitura Web
TR_XREF_TYPE_deprecated	73	4233 Web-Times+	<input checked="" type="checkbox"/>	timesplus	Tessitura Web
TR_ZONE_GROUP	74	4244 Web-Promo	<input checked="" type="checkbox"/>	Britten30	Tessitura Web
TRU_ADDRESS_MAPPING	75	4267 Web-Promo	<input checked="" type="checkbox"/>	Strauss30	Tessitura Web
TRU_ALIAS_MAPPING	76	4406 Web-Promo	<input checked="" type="checkbox"/>	QuinceTree	Tessitura Web

Next steps for Garsington

- Modes of Sale – More!
- Allocation codes – More!
- Promo codes – (Hopefully not) more!





Ticketing Mini Magic

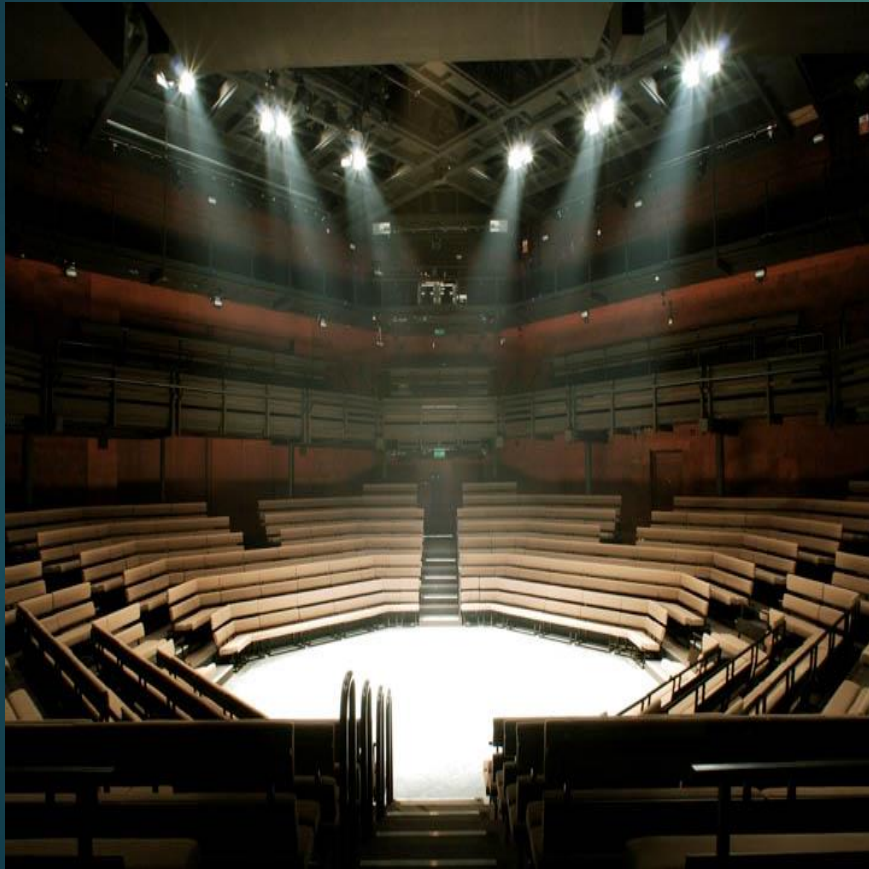
TICKET DESIGN

JAMES ORR – YOUNG VIC

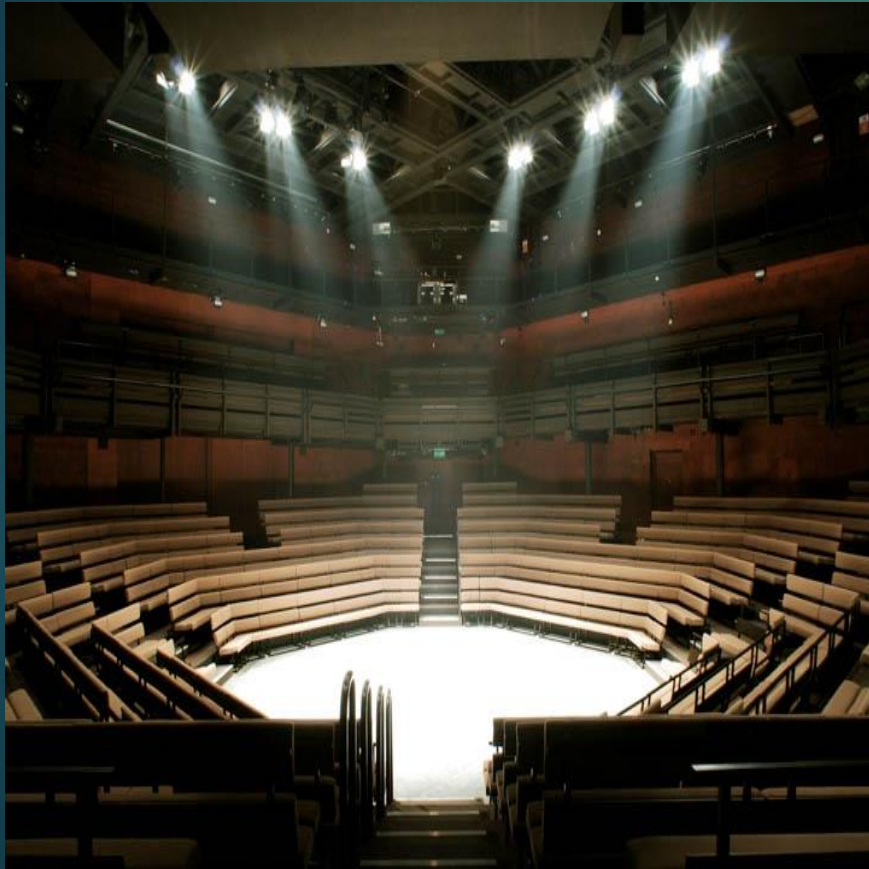
Young Vic



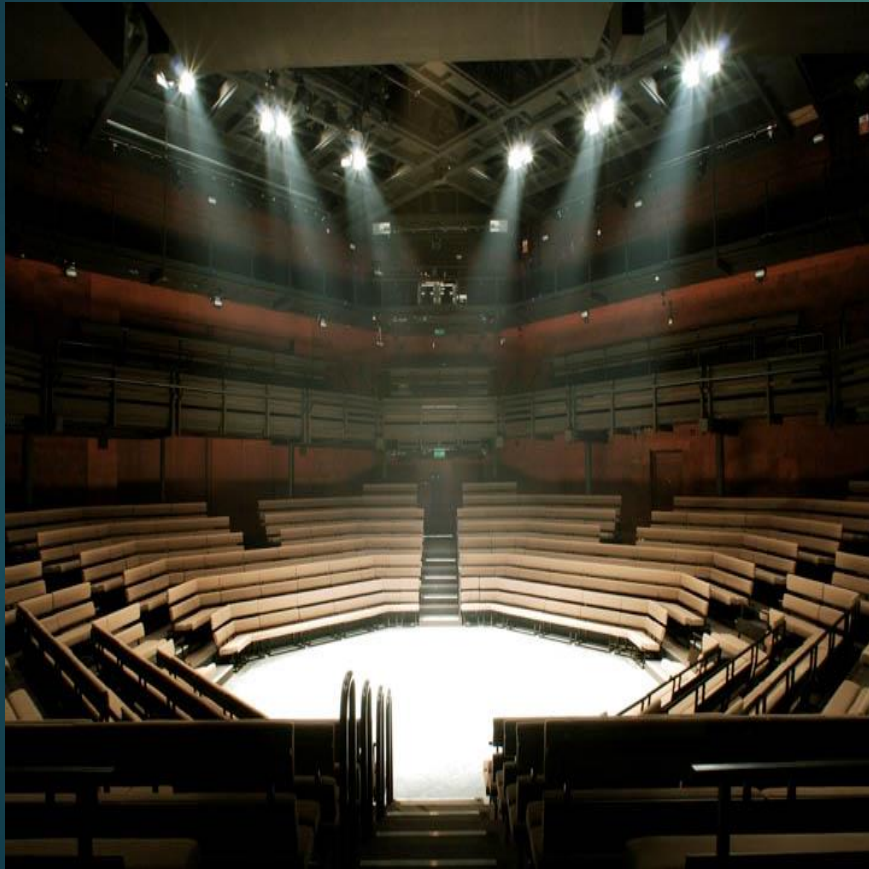
Young Vic



Young Vic



Young Vic



Young Vic

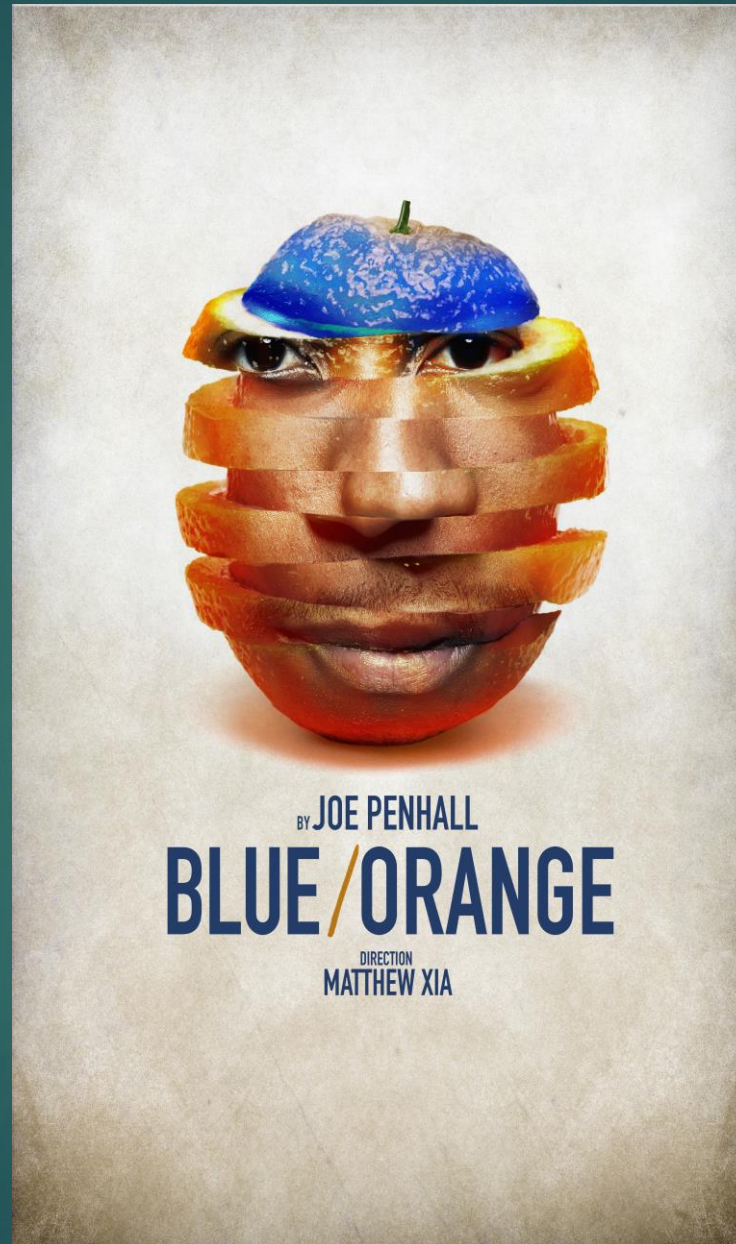


18 Productions

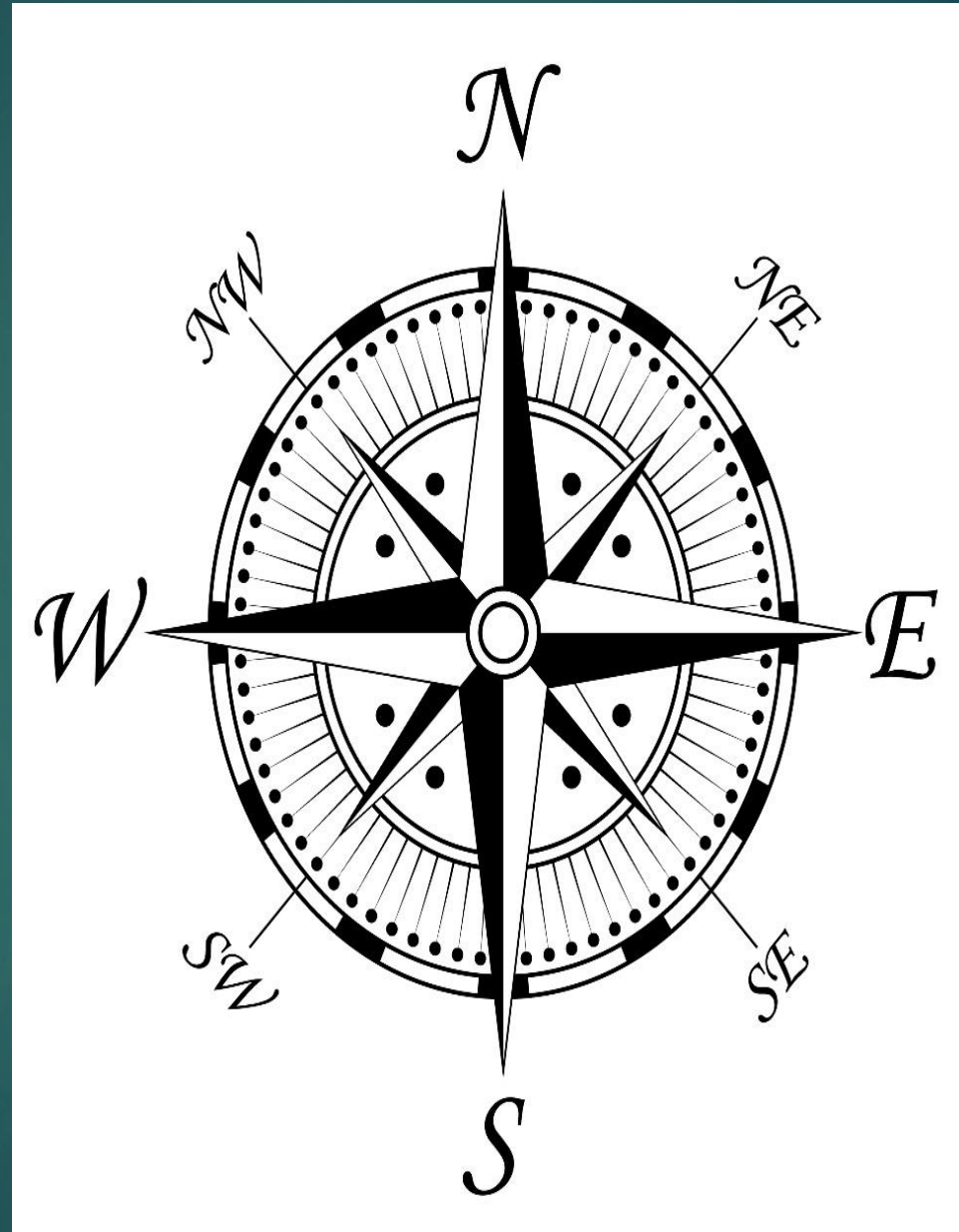
555 Performances

163,000 Audience Members

Problem 1



Problem 1



Problem 1

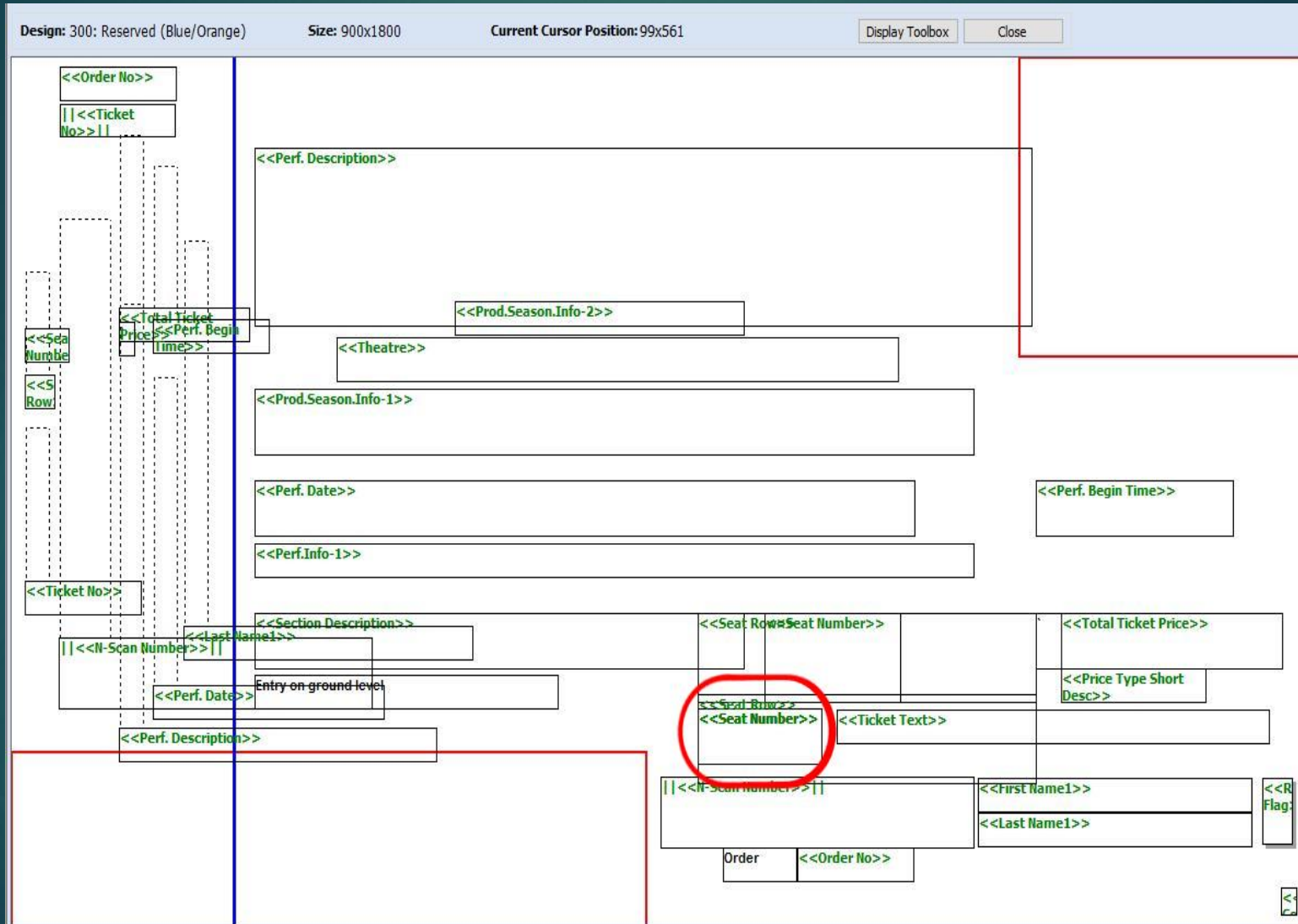
```
Case(val When '1','2','3','4','5','6','7','8','9','10','11','12','13','14','15','16','17','18','19','20','21','22','23','24','25','26','27','28','29' Then  
'NORTH' Else ")
```

```
Case(val When '31','32','33','34','35','36','37','38','39','40','41','42','43','44','45','46','47','48','49','50','51','52','53','54','55','56','57','58'  
Then 'EAST' Else ")
```

```
Case(val When  
'61','62','63','64','65','66','67','68','69','70','71','72','73','74','75','76','77','78','79','80','81','82','83','84','85','86','87','88','89' Then  
'SOUTH' Else ")
```


```
Case(val When  
'90','91','92','93','94','95','96','97','98','99','100','101','102','103','104','105','106','107','108','109','110','111','112','113','114','115','116','1  
17','118' Then 'WEST' Else ")
```

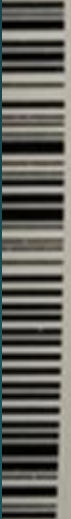
Problem 1



Problem 1

2677981



 £10.00 7:30 PM

Blue/Orange
31 May 2016

BLUE/ORANGE

Main House

Young Vic It's a big world in here


Tuesday, 31 May 2016 7.30 PM

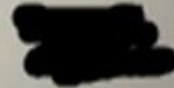
Entry on ground level


B 7

NORTH

£10.00
25








Young Vic

66 The Cut London SE1 8LZ
t: 020 7922 2922
w: youngvic.org

 Order 2677981

Problem 2



Under Pressure

Problem 2



Problem 2

Gallery[33,34] << 0000 >>
Upstairs[48,48] << 0000 >>
Downstairs[48,48] << 0000 >>

You can now select your own seat at the Young Vic:

Main House

Once in a Lifetime

Saturday 17 December 2016

Time: 7:30pm

If you do not want to select your own seat, or you cannot see the seating map image, we can select the best available seats for you.

Downstairs

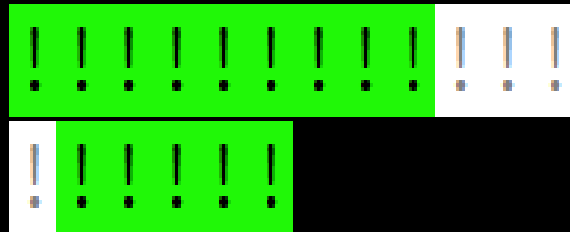
Upstairs

Gallery

To pick your seats first click a section in the section map on the left. This will open a seating plan for that section and will allow you to pick your seat.

Problem 2

Unreserved Standing



Problem 2

Row Letter

```
Case(val When 'U' Then 'Standing' Else ")
```

Seat Number

```
Case(val When  
'101','102','103','104','105','106','107','108','109','110','111','112','113','114','115','116','117','118','119','120','121','122','123' Then "  
Else val)
```

Section

```
Case(val When 'Gallery' Then 'Unreserved Standing' Else ")
```

Problem 2

05
|||||

28 October 2016 7:30 PM
Orr

A MAN OF GOOD HOPE

Main House

Young Vic
It's a big world in here

Friday, 28 October 2016 7.30 PM

Unreserved Standing £0.00
Entry on ground level UNRESERVED STANDING Comp

ng 66 The Cut London SE1 8LZ
t: 020 7922 2922
w: youngvic.org

James Orr

Order 3368005

D

4

Problem 2

28 October 2016 7:30 PM Orr


A MAN OF GOOD HOPE

Main House

Young Vic It's a big world in here

Friday, 28 October 2016 7.30 PM

Unreserved Standing **UNRESERVED STANDING** £0.00
Entry on ground level Comp

ng 66 The Cut London SE1 8LZ James Orr 
t: 020 7922 2922 Order 3368005
w: youngvic.org 4

28 October 2016 7:30 PM Orr


A MAN OF GOOD HOPE

Main House

Young Vic It's a big world in here

Friday, 28 October 2016 7.30 PM

Downstairs **E 21** £0.00
Entry on ground level Comp

ng 66 The Cut London SE1 8LZ James Orr 
t: 020 7922 2922 Order 3368007
w: youngvic.org 8

Thank You

JAMES ORR – JAMESORR@YOUNGVIC.ORG

YOUNG VIC

66 The Cut
Waterloo
London
SE1 8LZ

020 7922 2922

Young
Vic
It's a
big world
in here

QUESTIONS?



If you can't appreciate what you've got, you'd better get what you can appreciate.

George Bernard Shaw, *Pygmalion*

WHAT'S NEXT?



LUNCH 12.00-13.00

Hogan Foyer / Hogan Suite

Sponsored by:



BREAKOUT SESSION TWO

13.00-14.00