

Ticketing & Admissions Tessitura Community - Lean Coffee Meetup - February 20, 2024

Date and Time:

20 February 2024
21:06 (UTC+00:00)

Facilitator:

Ticketing & Admissions Community

Attendees:

Gill Tasker, Chelsea Marti, Amber Gale (she/her), Anastassia Lavrinenko, Nathan Stone, Kristen Summerall, Joel Ambrose, Jessica Jamieson, Olivia Anderson, Catherine Goodwin, Michael Vlassis, Jennifer A, Neil Cole | MN Zoo, Diana, Neda Asgharzadeh, Mark Levine, Cindy Fedoryk

Summary:

Actions:

Learnings:

Topics discussed:

How to share information with box office staff with varying hours

Votes: 9

Suggested by: Michael Vlassis

Comments:

Has your org seen a recent uptick in chargebacks? If so, how are you dealing with them?

Votes: 6

Suggested by: Nathan Stone

Comments:

How do you handle opt out shows in your subscription packages?

Votes: 5

Suggested by: Ticketing & Admissions Community

Comments:

Does anyone do kids/youth tickets online? Do you enforce it and how?

Votes: 4

Suggested by: Anastassia Lavrinenko

Comments:

Techniques and tips to manage a successful season launch

Votes: 4

Suggested by: Ticketing & Admissions Community

Comments:

Topics voted on but not discussed:

Support Person tickets online - discounted tickets for people who need assistance (such as wheelchair, etc). Anyone doing this online, and how?

Votes: 3

Suggested by: Anastassia Lavrinenko

Comments:

Any GA Orgs on here? I asked in the forums but figured I'd ask here too; how do you handle a "Pay It Forward" ticket?

Votes: 3

Suggested by: Chelsea Marti

Comments:

Any creative solutions for clients who want single-use promo codes?

Votes: 2

Suggested by: Catherine Goodwin

Comments:

Does anyone use the Lemur-X Boca Printers? If so, do you have issues with them? We bought them two years ago and two are already broken.

Votes: 1

Suggested by: Olivia Anderson

Comments:

Building a box office - what would be your must haves and your must nots?

Votes: 1

Suggested by: Olivia Anderson

Comments:

How many scanners are enough? How to budget without over budgeting for access control.

Votes: 1

Suggested by: Ticketing & Admissions Community

Comments: