

VSU THEATRE & DANCE

BOX OFFICE LESSON PLANS

Initial Training for Staff	
What Training	1 st Training of the Semester
Who is Required	All staff required
Session Style	Group
Time Frame	1 Hour
Location	Either: <ul style="list-style-type: none"> - Completely Online Conference (TEAMS) - In-person Classroom (May need to share Box Office computer via online conference)
Objective	<ul style="list-style-type: none"> - Current staff will be refreshed on how to use Box Office materials - New staff will know expectations and how to use the basic functions of Box Office materials
Notes	<ul style="list-style-type: none"> - May become individual training if schedules don't allow for a group session - Can occur in first official Box Office meeting
Training Methods	
Expectations for Staff	<p>Inform everyone that staff will need to:</p> <ul style="list-style-type: none"> - work 1-3 shifts a week at an hour each between the hours of 2-5 Monday-Friday - work 1-2 three-hour Saturday shifts throughout the semester as decided by meetings - attend weekly 15-minute meetings - work at the Box Office during shows - download GroupMe, be aware of relevant emails, and be able to communicate regularly - complete PCI Training later in the semester when dictated by the University
Computer Set Up	<p>Inform staff how to set up the computer for a shift:</p> <ul style="list-style-type: none"> - Turn on computer - Login to computer <p>Introduce staff to SRedKey:</p> <ul style="list-style-type: none"> - The SRedKey is plugged in via USB at the beginning of the opening shift - The SRedKey must be unplugged at the end of the workday as the system must reset - Indicate what card types work on the system - Sign the PCI Compliance log <p>Introduce staff to the printer:</p> <ul style="list-style-type: none"> - The printer must be plugged in via USB and turned on

	<ul style="list-style-type: none">- The printer will be turned off at the end of the closing shift
TicketReturn	Educate staff on how to utilize the basics of TicketReturn: <ul style="list-style-type: none">- Tell staff that every staff member will receive their login information from Duke; login information will be the same every year- Indicate price scaling of shows- How to utilize basic functions like how to find the show night, how to search a customer, how to process a transaction, and how to process a membership- Indicate that cash is not held in the box office as we are in an academic environment. We cannot make change. Any checks or cash needs to be taken to Duke at the end of the shift.
OneDrive	Staff will be shared a Box Office folder with materials: <ul style="list-style-type: none">- Ensure that all staff have access to this folder- Inform staff that all meeting notes will go in this folder- Indicate the Season Members Spreadsheet and how to utilize it
Phone	Educate staff on how to use a multiline phone: <ul style="list-style-type: none">- How to answer the phone and make calls- How to put a call on hold- How to transfer a call- Always answer by the second ring
Envelopes	Educate staff on how to put together an envelope for customer tickets: <ul style="list-style-type: none">- Indicate to staff how to fill out an envelope using either digital or real-life examples
Relevant Materials	Informational printouts with all of this information will be pointed out so that staff can find them if needed

New Staff Training	
What Training	In-Person Individual Training
Who is Required	<ul style="list-style-type: none"> - Required for new staff - Voluntary for returning staff depending on semester
Session Style	Individual
Time Frame	30-45 Minutes
Location	The Box Office located on the first floor of the FAB
Objective	Staff member will be able to process transactions with minimal issues
Notes	<ul style="list-style-type: none"> - This training needs to happen before the Box Office opens for the semester - New staff just need a sense of the job - Skills are going to continue to develop after this training
Training Methods	
Box Office Set Up	<p>Staff will demonstrate how to open and close the box office</p> <ul style="list-style-type: none"> - Set up the computer and accompanying appliances - Sign the PCI Compliance log
TicketReturn	<p>Staff member will go through mock situations with the box office manager:</p> <ul style="list-style-type: none"> - Search for a customer - Process a basic transaction for one customer that is not complex - Process a basic transaction with a bit more complexity – two different ticket types or two different nights, etc. - Process a basic transaction for a slightly confusing customer – does not know the show name, changes their mind mid-way through, etc. - Process a membership - Note: Ensure that the trainee does not press the final button that processes the transaction
OneDrive	<p>Staff member will login to OneDrive and pull up relevant materials</p> <ul style="list-style-type: none"> - Staff will put the mock member into the member spreadsheet - Note: This will need to be deleted
Phone	Staff will indicate how to use the basic functions of the phone
Envelope	Staff member will fill out an envelope using the information from one of the mock scenarios

Show Staff Training	
What Training	Training for Shows
Who's Required	<ul style="list-style-type: none"> - Required for new staff - Voluntary for returning staff
Session Style	Group
Time Frame	15 Minutes
Location	The Rolling Box Office located outside of the performance space
Objective	<ul style="list-style-type: none"> - Staff member will be able to operate the Rolling Box Office on show nights - Staff member will be able to be efficient and accurate with every customer
Notes	<ul style="list-style-type: none"> - This information will be given first in a weekly meeting, then reinforced the night of the show - New staff will arrive fifteen minutes before box opening to be shown how to operate the Rolling Box Office
Training Methods	
Rolling Box Office Set Up	<p>Staff will be shown to:</p> <ul style="list-style-type: none"> - Pull the rolling box office from the performance space into the lobby - Retrieve and place tape dispenser, pens, relevant show signage, stub container, and hand sanitizer - Set up envelopes - Set up walk up tickets for VSU students
Ticket Procedure	<p>Staff members will be informed as to the procedures for:</p> <ul style="list-style-type: none"> - Walkups - Will call tickets - On hold tickets - Stub sorting
Verbal Cues	<p>Staff members will be given phrases to use as needed:</p> <ul style="list-style-type: none"> - "Make sure to download our virtual playbill using this QR code right here!" - "You are in seats x and will go through the first/second set of doors. I hope you enjoy the show!" - "Don't forget to lower your phone screen brightness as this show utilizes dim lighting throughout." - "Make sure to check out the headshots/design work/research of/by/from our students over there!" - "Your tickets are on hold, so you can take this envelope right over there to the computer and

	(insert staff member name) will process your transaction for you!"
Settlement	Show staff members the basics of settlement: <ul style="list-style-type: none">- How to count and store ticket stubs- Explain why this is important

Other Staff Training	
Training	Additional Advanced Training for Staff
Staff	Voluntary for staff
Session Style	Individual
Time Frame	30 Minutes
Location	The Box Office located on the first floor of the FAB
Objective	<p>Staff member will be able to:</p> <ul style="list-style-type: none"> - process any transaction with almost zero issues - utilize more functions in TicketReturn - cross reference TicketReturn's report function with the ticket envelopes and fix any errors - be able to utilize the folder on the box office computer that contains blank documents (meeting notes, settlement, etc.) - be able to create a meeting in TEAMS - be able to record a voice message on the box office phone
Notes	These skills will be worked on throughout the semester, but this will be added into the repeat training of staff that have worked in the box before on a case-by-case basis
Training Methods	
TicketReturn	<p>Show staff member how to:</p> <ul style="list-style-type: none"> - Utilize the report functions of TicketReturn - Use the Reseat and Exchange functions - Refund a transaction <p>Staff member will go through mock situations with the box office manager:</p> <ul style="list-style-type: none"> - Process a basic transaction for one customer that is complex – different ticket types, multiple nights, adds another ticket midway through, changes the show date at the end of the transaction, doesn't have a method of payment, etc. - Process a transaction for a confusing and aggressive customer – does not know what the show is about, wants something that the Box Office cannot do, wants to see a show that does not exist - Reiterate to staff member that these things do happen and that they should have VSU's emergency line in their phone - Process a membership - Report to the manager the number of empty seats for a show night - Cross reference the Ticket envelopes with the report function in TicketReturn

	<ul style="list-style-type: none">- Modify a current transaction – change the show night, reseal the customer- Refund a transaction
Folder	Show staff member how to use reporting forms <ul style="list-style-type: none">- How to fill out all of the blank forms on the Box Office computer – settlement, meeting notes, master schedule, other schedules, calender, etc.
Microsoft	Show staff member how to: <ul style="list-style-type: none">- Create a meeting in TEAMS- Create a shared folder in OneDrive- Make contact lists and groups in Outlook- Send emails at scheduled times
Phone	Show staff member how to: <ul style="list-style-type: none">- Create a voice mail message Ask staff member to: <ul style="list-style-type: none">- Transfer a call- Put a call on hold

Show Staff Training 2	
Training	Working a Show Inside the Box Office
Staff	<ul style="list-style-type: none"> - Voluntary for staff - Required before working a show inside the Box Office
Session Style	Individual
Time Frame	15-30 Minutes
Location	The Box Office located on the first floor of the FAB
Objective	<p>Staff member will be able to:</p> <ul style="list-style-type: none"> - Process transactions with no issues - Utilize the report function of TicketReturn - Check each show night to ensure proper ticket storage - Handle the cash box - Complete settlement - Print off walkup tickets for the rest of the staff - Be able to communicate with the other staff members regarding tickets
Notes	The Box Office will typically be operated by the Box Office manager during shows, but if the manager is not available then another staff member needs to be trained to operate the box office
Training Methods	
Procedure	<p>Staff member must know that they are required to:</p> <ul style="list-style-type: none"> - Arrive an hour and fifteen minutes before the show begins without exception - Set up the Rolling Box Office with other staff - Double check that all the tickets are accounted for by checking the system against the ticket envelopes - Count the cash box before the box office opens - Print off walk up tickets for the other staff at the Rolling Box Office - Work until five minutes after the show begins - Count stubs with other staff members - Insert stub information into the settlement document - Recount the cash box - Place the settlement folder and the cash box in a secure location before leaving the Box Office
Rolling Box Office	Indicate that:

	<ul style="list-style-type: none">- Staff needs to give other staff members the envelopes after they've been checked against the system- Once the shift begins, the staff member will need to make sure all stubs get into the stub organizer
Transactions	Ensure staff member can complete transactions quickly with no issue through a variety of mock situations
TicketReturn	Ensure staff member can utilize the report function of TicketReturn
Walkups	Staff member will print walkup tickets for VSU students: <ul style="list-style-type: none">- Ensure staff knows the proper way to dress the house before printing off the tickets- Give staff a loose estimation of how many walkups are typically needed and when to print more
Cash Box	Instruct staff in the proper way to count and handle the cash box
Settlement	Instruct staff in how to: <ul style="list-style-type: none">- Pull up the blank settlement document- Operate the document- Put stubs into individual envelopes- Set up the settlement envelope