

# **BOX OFFICE VOLUNTEER CHECKLIST**

## **6:15PM (1:15PM) Arrival**

- Collect cash box from Board Representative on Duty and count the cash. Sign the cash form that is in the box to indicate that you started with the amount of cash indicated on the form.
- Collect box office laptop from the Board Representative on Duty.
- Connect the box office laptop to the credit card swipe reader and the ticket printer in the box office.
- Log into the box office laptop.
  - Box office laptop passcode is 1912. If you need the username, it is: [box-office@theatreinthegrove.org](mailto:box-office@theatreinthegrove.org).
- Open up the Chrome browser. **Do not use any other browser!** Sign into your personal Ludus account. *Prior to your shift as a box office volunteer, you should have received training and a user name login to access your account.*
- If the show is close to selling out (less than 30 seats left) and there are volunteers that want to watch it, reserve seats for them using the Ludus software.
- Print out all will call tickets from Ludus and give them to the BOD.

## **6:30PM (1:30PM) Box Office opens**

- Turn on the box office light, remove the wood block, turn on the speaker. Speaker volume should be kept fairly low to avoid feedback.
- In Ludus, open up the Box Office View for today's performance. **DOUBLE** check that you have selected today's performance. It is easy to inadvertently select the wrong show or date.
- We accept cash and major credit cards. We do NOT accept checks.

**7:20 PM (2:20PM) - Student Rush Tickets Available**

- If there is still a line of patrons wanting to buy regular tickets, please ask Student Rush patrons to step to the side until the line has died down.

**7:30 PM (2:30 PM)**

- If there is still a line of people waiting to buy tickets, alert the house manager so we can delay the show.

**7:40PM (2:40PM) - Shutting down the box office**

- Turn off the box office lights
- Turn off intercom speaker
- Turn off heat
- Replace window block
- Log out of Ludus
- Shut down the laptop
- Unplug the printer, and card swipe from the laptop
- Count the cash in your box and fill out the form. Sign it.
- Give cash box, paperwork, and laptop to the board member on duty.

## **Special Situations**

**Q: I can't log into the ticketing software or there is something wrong with the laptop/printer/credit card reader, or another technical problem. What do I do?**

**A:** Let the board member on duty know. They will find help for you.

**Q: What if I'm asked about the added fee when credit cards are used.**

**A:** Our ticketing platform automatically adds a service charge when a credit card is used to purchase a ticket. This charge is passed on to the patron. We are not able to waive it. If a patron doesn't want to pay a service charge, then they may pay by cash.

NOTE: it is better to avoid asking 'is it OK that we add a service charge'. Instead, when you are about to process their credit card, state the total amount that will be charged and say that includes the service charge for using the credit card.

**Q: What if a senior, student, Arts for All, etc can't produce proof/ID?**

**A:** Other than the Oregon Trail Card for the Arts for All program, we do not generally ask for IDs to get one of the discounted rates. We take our patron's word.

However, even for Arts for All where we would like to see the Oregon Trail Card, if they don't have it we will still sell them that ticket type. Since this is for persons on government assistance, we do not want to embarrass them in any way.

**Q: What if a parent wants to purchase an adult ticket and at the same time wants to purchase a Student Rush ticket?**

**A:** If it is within 10 minutes of the show starting, you may sell a student rush ticket. If it is not within 10 minutes of the show starting, then explain to the parent that student rush tickets aren't yet available. They have 2 options: buy a regular student ticket, or come back later to buy the student rush ticket.

**Q. May infants/toddlers sit on a parent's lap without their own ticket?**

**A:** For 2 and under, we will allow an infant/toddler to sit on a lap for no additional charge.

## Ticket Types

We offer special ticket prices as follows:

- **Regular Adult Ticket** - this is our standard ticket.
- **Seniors - 65+**. We do not require identification. If someone looks as if they may be old enough, ask if they want a Senior or Adult ticket. Don't assume they are a senior! 😊
- **Students** - persons of college age or younger. We do not require a student ID. If you are unsure, ask if they are a student.
- **Arts for All** - this is a special program for persons on government assistance. To qualify, they need to show their Oregon Trail card. They can purchase up to two \$5 tickets. People are not able to buy these ticket types online, so they know to ask at the box office. If they want to pay by credit card, then they will also have to pay the surcharge that is tacked onto all tickets. If they pay by cash, then it is a flat \$5.
- **Student Rush** tickets - these are available 10 minutes prior to the show. They are \$5 / ticket and are available to elementary through college age. If high school or older, they need to show their student ID. These are meant to fill any remaining seats that we have with people. Credit cards can be used, but they will have to pay the surcharge. If cash, then no surcharge is needed.