THEATRE SELL TICKETS

A local theatre group sell tickets to their shows. Currently there are two office staff, one to handle bookings and the other to do general clerical duties. All bookings are done manually.

• When customers telephone the theatre office to enquire about tickets to a show, the office assistant asks the customer for the name of the show, date and number of tickets they wish to book. The office assistant then checks the booking sheet for availability.

• If there is availability, the office assistant allocates the seats by colouring the seats in red on the booking sheet.

• The office assistant then asks the customer for payment.

◦ If the customer wants to pay by credit card the assistant records the name, card details, the amount and the seat numbers allocated on a credit card slip, which is attached to the order form.

◦ If the customer wants to pay by cash the assistant informs the customer that the tickets can be paid for and picked up on the date of the show. The office assistant records the name, amount and seat numbers on the order form with the words ‘TO PAY’.

◦ The order forms are placed in the ticket order file.

• A week before each show date, the office assistant takes the order forms from the ticket order file and organises them into two piles: credit card purchases and cash purchases.

◦ Tickets paid for by credit card are mailed to the customers, and the original order forms and credit card slips are kept in the ticket order file.

◦ Tickets still to be paid are placed in an envelope marked with the customers’ names and show dates. Two copies of the original order forms are also put in the envelope. These are then put in the ticket pick-up box.

• Customers picking up their tickets on the night of the performance give their name to the office assistant who retrieves the envelopes with the tickets from the ticket pick-up box. The customers then pay cash for the tickets and the original order form is marked ‘PAID’.

• The cash is then placed in the envelope and put back into the ticket pick-up box.

• At the end of each week the office assistant totals the cash from the ticket pick-up box and the credit card slips from the ticket order file and prepares to deposit the money at the local bank.

• The bank checks the cash and the credit card slips and gives the office assistant a receipt.

