

The logo for Ticket Philadelphia features the word "TICKET" in a bold, white, sans-serif font, followed by "philadelphia" in a white, lowercase, script font. The text is set against a dark, textured background that resembles a night sky with radiating lines. A yellow rectangular bar is positioned above the left side of the logo.

# TICKET *philadelphia*

## *Standards of Excellence*

1. SMILE on the phone.
2. Speak in a *professional manner*.
3. **Understand** and **respect** the patron's needs.
4. Keep the patron aware of what you are doing at all times.
5. Do not make up answers.
6. *Know your product* and use the tools available to you.
7. Remember! Fees = Service.
8. Record customer service issues and customer feedback.
9. **Up-sell**.
10. THANK EVERYONE and ask if they need additional help.