

Donors & Other VIP Patrons

The following icons appear in the header of certain accounts. Whenever you see one of these icons, you know you are talking to a **Very Important Patron (VIP)**. These patrons are known as “Priority Patrons” and should be treated as such!



KC & POA



POA



KC

What triggers that icon? That icon is triggered by a “constituency” set in the patrons Constituent Module. There are many constituencies that designate “VIP” – so once you notice the icon, you should check the ‘constituencies’ tab before moving any further. The constituency you are most concerned with is the MAESTRO CIRCLE designation. An example of such a patron is shown below, highlighted.

What does “member” mean? “Member” generally means “donor,” especially in the context of the Kimmel Center and the Philadelphia Orchestra. Not all members are VIPs. Sometimes people say “member” when they really mean “subscriber” – when in doubt, FIND OUT.

All POA “members” (donors) receive a 10% discount on single tickets for POA performances. Kimmel Center “members” (donors) receive a discount on select KCP performances. More information is available on Athena and our websites.

What if they’re a Maestro Circle Member?

All Maestro Circle Members enjoy guaranteed (but not prepaid) parking at the KC garage, no-fee exchanges and single-ticket purchases (for POA), and a 10% discount off all single tickets. Remember, if they’re a both a VIP and a subscriber, be sure to use the price-type that gives them the greatest discount!

How should I handle the call?

Be prepared to be extra flexible with our customer service policies. If you are unsure whether or not you can meet a request, please check with a lead. You may need to transfer the call.

When should I transfer to the Priority Services Representative?

Please transfer your Priority Patron to the PSR if they start asking for services or information you are unable to provide. For example, VIP patrons may enjoy access to special inventory and the ability to “bank” tickets. Of course if they directly ask to speak with the PSR – transfer them!

Constituencies										
Constituency	Code	Default	Inactive	N1/N2	Start Date	End Date	Created Date	Created By	Last Updated	Updated By
PDN - POADonor Non-Subscriber	PDN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Both	00/00/0000	00/00/0000	6/24/2011 3:15 AM	dbo		
PMM - POAMaestro Circle Mmb	PMM	<input type="checkbox"/>	<input type="checkbox"/>	Both	03/19/2012	00/00/0000	3/19/2012 9:26 AM	jbecker		
PRD - POARegular Donor	PRD	<input type="checkbox"/>	<input type="checkbox"/>	Both	03/19/2012	00/00/0000	3/19/2012 5:25 AM	dbo		
NMD - POPS Major Donor	NMD	<input type="checkbox"/>	<input type="checkbox"/>	Both	03/19/2012	00/00/0000	3/19/2012 9:24 AM	jbecker		
NEO - POPS Club Nero	NEO	<input type="checkbox"/>	<input type="checkbox"/>	Both	03/19/2012	00/00/0000	3/19/2012 9:25 AM	jbecker		
KSS - KC Student Tix STIX	KSS	<input type="checkbox"/>	<input type="checkbox"/>	Both	10/18/2011	00/00/0000	10/18/2011 1:30 PM	webapi		
PR2 - POP FY12 Sub	PR2	<input type="checkbox"/>	<input type="checkbox"/>	Both	10/20/2011	00/00/0000	10/20/2011 4:52 PM	jbecker		