

For every Form, write your Name, Date and Type of Subscription (Straight, Straight Spec Req, Change, New, Payment Plan) Be sure Subscriber Last Name and ID # is listed for New Subscriptions and the Order # when possible (CYOs). Lastly, please write At Performance if order taken at Booth Duty or Walk-up if order taken at Front Desk.

USE ALL AVAILABLE RESOURCES to educate Patrons on subscription process (i.e. Seating Priority, Exchanges, Correspondence, Client Specific Information, etc.)

RENEWAL SUBSCRIPTION

Database Integrity:

- Locate Patron Account
 - Verify Name
 - Verify Address
 - Verify Phone Number
 - Verify Email
- "Have your address, phone number or email changed?"
- "I see your order in our system. Is it alright if I place you on hold so I can print your form?"
- Print Form

Subscription:

- "I see you currently have [Package] seated in [Venue / Seats]. Are you making any changes to your subscription?"
 - If yes, "What series would you like?"
 - "What section would you like?"
 - "Do you have a second choice in section?"
 - "These are requests"
 - POA Only: we will call with other options if 1st and 2nd choices are not available."
 - "If your change request is not available, would you like to keep your original seats / series?"
 - *Lower priced package is charged at time of renewal processing. Remaining balance due (for Upgrades) will automatically be charged when seated*
 - "Are you adding additional seats to your package?"
 - "Would you be willing to move your current seats in order to seat all seats together?"
 - *Additional seats are charged at time of renewal processing*
 - Do you have any special requests (seating, exchanges, etc.?)

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NEW SUBSCRIPTION

Database Integrity:

- "May I have your Name, Address, Phone #, Email?"
- Use Blank Form (in front of Patron Services Supervisor Work Station)

Subscription:

- "What series would you like?"
- "What section would you like?"
- "Do you have a second choice in section?"
 - "These are requests"
 - POA Only: we will call with other options if 1st and 2nd choices are not available."
- Do you have any special requests (seating, exchanges, etc.?)

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ALL SUBSCRIPTIONS

Exchange Requests:

- “Do you have any exchange requests at this time?”
 - If yes, “Exchanges will be seated as close to your original seats as possible.”

AddOns:

- “Are you adding any additional concerts to your series?”
 - If yes, “We will seat your AddOns as close as possible to your Subscription seats.”
 - *no AddOn Fee for Web, Mail, Fax, In Person, and Booth Duty Orders at time of renewal*

Contributions:

- “Would you like to make the suggested contribution of [####.##] to [Client / Fund]?”
 - If yes, “Thank you for your contribution!”

Parking:

- “Would you like to take advantage of our prepaid, discounted parking passes for The Avenue of the Arts Garage, located at 15th and Spruce Streets? They are \$16.00 per pass.”
 - *Parking is not available for Weekday Afternoons*
- “How many would you like?”

Payment Information:

- “Your total for today is [Amount]. Would you like the full amount placed on your credit card? Or, would you like to pay by one of our Payment Plans?”
 - 50/50 Payment Plan
 - “There is a \$5 fee per payment for the 50/50 Payment Plan”
 - “Your first charge will be [Amount]”
 - *Includes Contribution*
 - “Your second charge will occur [Date]”
 - Monthly Payment Plan
 - “There is a \$5 fee per payment for the Monthly Payment Plan”
 - “Your first charge will be [Amount]”
 - *Includes Contribution*
 - “Your remaining charges will be on the [Day] of [Months].”

Confirmation & Wrap-Up:

- “The charge will appear on your statement as [Client]. You should receive an Acknowledgement Letter in the next couple of weeks. If you do not see a charge on your statement or do not receive this letter, please give us a call to confirm your order.”
 - Exchange Requests: “The Acknowledgement Letter will list your original dates, but we have your exchange requests saved in our system. The letter will have a note reflecting this.”
- “Is there anything else I can help with today?”
- “Thank you for renewing with us and enjoy your season!”

Troubleshooting:

- KCG Garage for POA
 - POA Subscribers that *did not have* KCG in FY14 should be educated on this being a benefit for Maestro Circle Donors (would they be interested in becoming a MC Member?)
 - If there is an accessibility issue or POA Subscriber *did have* KCG Parking in FY14
 - CSI, Notes Field of Order, note on Form (copy and place in Folder in Problem Bin)
 - “KCG Parking will be processed and charged to the patron’s credit card used for the Subscription over the summer”