

Booth Duty Guidelines | Ticket Philadelphia

Dress code: Business professional. Jackets, collars, ties, dress shoes, etc.

Materials needed for Booth Duty:

- Laptop – located on shelf in box office
- Direct line # for lead on duty
- Kimmel Center ID card & lanyard
- Blank seat passes
- Booth duty tally sheet
- How to log into tess – instructions
- Folder to keep it all!

What we CAN'T do

We can't transact ANY orders in Tessitura. We cannot sell, exchange, or donate tickets. Even if another staff member asks, you may not transact in Tessitura while on booth duty! Even if Yannick asks, we may not transact in Tessitura while on booth duty.

What we CAN do

- Use Tessitura to get information about a patron/package/ticket/etc
- Write ticket-holders seat passes for entry into the theater
- Use email/phone/etc to contact home office to request any processing
- Help patrons purchase/renew subscriptions using paper forms
- Help patrons locate the bathroom, bar, box office, eZseatU table, etc

GENERAL NOTES

- Grab some brochures from the info desk, and fan them out on the table. It's a nice touch.
- Before it gets busy, identify the head house manager (usually in a solid black jacket) and the marketing staff (they should introduce themselves)
- Before it gets busy, locate the press table (if there is one), eZseatU table, bathrooms, etc
- The closest bathroom to the booth duty table in KC is the wheelchair accessible bathroom located behind the PECO Intermission Bar.
- Remember – the elevators don't all go to the same place! While they all go up with a kimmel ID, only some go up without a keycard, and only some go down at all.
- Before it gets busy, be sure you know any relevant information about pre-show talks and post-show events.
- Other staff and volunteers can be chatty.. be sure to focus on meeting the needs of our patrons!

NOTES ON SEAT PASSES

- Seat passes are to assist patrons who lost their tickets in entering the theater.
- These are only for ticket holders! They are NOT comp tix.
- Fill out both sides
- You must know the actual seat information – row, number, patron ID, account-holder's last name, and return code / ticket number.

NOTES ON THE TALLY SHEET

- This is kept so clients know what they're paying us for!
- You may "write in" additional information as appropriate
- Please note if we're running low on any materials!