

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.)

New Subscription

"May I have your Name, Address, Phone #, Email?"

What series would you like?"

What section would you like?"

-What is your second choice of section?

-Please remember that these are seating requests; we will call with other options if your 1st and 2nd choices are not available **(POA only)**.

Do you have any exchange requests ?

-If yes, "Exchanges will be seated as close to your original seats as possible."

Would you like any additional concerts like (suggested concert name) or any additional tickets?"

-If yes, "We will seat your AddOns as close as possible to your Subscription seats."

"Would you like to make the suggested contribution of [\$###.##] to [Client / Fund]?"

-If yes, "Thank you for your contribution!"

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 \$16.50 per pass."

-If yes, "How many would you like?"

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?"

Confirmation & Wrap-Up

"The charge will appear on your statement as [Client]. You should receive an Acknowledgement Letter in the next couple of weeks. Your subscription will also be available on www.philorch.org under the "My Account" tab. If you do not see a charge on your statement, do not receive this letter or cannot see your subscription online 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 subscribing and enjoy your season!"

Renewal Subscription

Look up account and verify name, address, phone number and 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?"

I see you currently have [Package] seated in [Venue / Seats]. Are you making any changes to your subscription?"

-if no – move to add-on concerts

- If yes, "What series would you like?"

- "What section would you like?"

-What is your second choice of section?

-Please remember that these are seating requests; we will call with other options if your 1st and 2nd choices are not available (POA only).

-“If your change request is not available, would you like to keep your original seats / series?”

- Would you like any additional concerts like (suggested concert name) or any additional tickets?"

-If yes, "Would you be willing to move your current seats in order to seat all seats together?"

- Do you have any exchange requests ?

-If yes, "Exchanges will be seated as close to your original seats as possible."

"Would you like to make the suggested contribution of [\$###.##] to [Client / Fund]?"

-If yes, "Thank you for your contribution!"

"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 \$16.50 per pass."

-If yes, "How many would you like?"

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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!"