

# Theatre People: Box Office

MTC's patron services representatives are vital to the theatre - without them, we wouldn't be able to have an audience! The people who work in the box office help patrons choose which shows to see at dates and times that work for them. MTC offers single tickets, subscriptions (you book tickets for the same seats on the same day for every show, like the second Friday) or "choose-your-own" packages where a patron might wish to see 3 or 4 shows of the year. Our box office staff range in age from high schoolers to folks who have retired from their full-time careers and work a few shifts a week. There is also a box office manager, who has similar duties but the added responsibility of making more decisions, dealing with specialized patron concerns, and training and scheduling staff.

## Tasks and activities in a typical day

- Welcome patrons into the building
- Book and print tickets
- Process changes and updates to orders
- Process payments
- Use phone, email, and in-person interactions to serve customers
- Ensure high quality customer service
- Answer questions about shows and make recommendations
- Help patrons understand the building and how their access needs might be met
- Engage with patrons who have complaints; know when to escalate those to another staff member



## 10 skills that a box office staff member uses:

- Organization and time management skills, and the ability to prioritize tasks
- Attention to detail
- Work ethic
- Customer service, people skills, professional etiquette
- Money handling
- Grace under pressure
- Ability to work in a fast-paced environment
- Self-motivation
- Problem-solving and troubleshooting
- Technology including Word, Excel, and specialty ticketing software

## Building Abilities

There are probably lots of things you are already doing or could do that box office staff do too. Some of these are:

- Customer service experience - volunteer at school or community events
- Keep your spaces clean and organized
- Practice communicating clearly, including on the phone
- Practice being self-motivated, and troubleshooting - notice things that need doing and figure out the best way
- Take leadership roles on projects and teams
- See as much theatre or as many arts events as you can!
- Read scripts and think about the kind of audience who they are appropriate for and who would most enjoy them