

Box Office Responsibilities

Ticket Prices

Thursday and Sunday Performances - \$15

Friday and Saturday Performances - \$20

Senior Citizens receive a \$5 discount on all ticket prices. For Thursday and Sunday performances, pricing Senior Citizens is \$10, for Friday and Saturday performances it is \$15.

Comp tickets are provided to cast and crew of each show and to Dignity Players contributors of \$100 and up. Comp tickets for each show have the show name on them, whereas comp tickets provided to contributors say "2010 Season" on them. All comp tickets with "2010 Season" are welcome for any performance, while comp tickets with the show's name on them are only valid for that particular show.

Dignity Players accepts two forms of payment – cash and check. All checks should be made out to UUCA with Dignity Players in the memo line.

Notes

- Patrons should be encouraged to purchase subscriptions. Special subscription forms for those people attending this production are in the DP mailbox (see opening below). Prices on this form reflect a deduction based on the fact that this is the second show in a three show season. **Prices on the subscription form located on the back of the season brochure do NOT reflect this price reduction**, so encourage patrons to this show to fill out the special subscription form. Patrons can give you the completed forms or mail them in. Completed forms and checks should be left in the cash box at the end of the night and NOT included in your nightly balance.
- Patrons may also want to make a contribution to Dignity Players. Contribution envelopes with the donor level benefits are located in the DP mailbox (see opening below). Patrons can give you the sealed envelopes or mail them in. Completed envelopes and checks should be left in the cash box at the end of the night and NOT included in your nightly balance.

Opening

- Arrive at the church to set up at least 45 minutes prior to performance time.
- Use the membership table located to the right of the front door for the box office table. Move the table (it's on wheels) to directly inside the two front doors. Extend the two side panels on the table to provide more room.
- Pick up cash box from church office. When you walk in to the office enter the glass-enclosed office to the left. The cash box is in the bottom drawer of the

- metal filing cabinet on the right as you enter the office. The cash box will contain \$100 for providing change to patrons, deposit slips labeled with each show's date, deposit envelopes for each performance, and spare contribution envelopes.
- Pick up the cash box key, reservation form with listing of reservations for each performance including subscribers, blank reserved seating forms, contribution envelopes, special subscription forms, and mailing list sign-up sheets from the Dignity Players mailbox. This is a bottom level mailbox within the alphabetized mailboxes in the hallway at the rear of the main office.
 - Playbills are used as tickets are stored in the John Henry Room downstairs. Place them on the shelf beneath the table to be distributed to patrons as they sign in.
 - All people who make advance reservations and subscribers are guaranteed a reserved seat for that performance. Using the current evenings reservation sheet, fill in reserved seating forms for each person on the list. If a person has two seats reserved, their name should go on two blank reserved seating forms. Place the forms on aisle and front two row seats in the sanctuary.
 - Count the money in the cash box to make sure it is in fact \$100. This money will be your bank and should be left in the cash box at the end of the evening after all deposit money is placed in the deposit envelope.

Patrons with Reservations

- Check the patrons name off on the reservation sheet and confirm their address and email (also listed on the reservation sheet).
- The reservation sheet will indicate if they are prepaid or not. If prepaid, hand the patron a playbill (total number of playbills that they have reservations for) and inform them of their reserved seat inside the sanctuary.
- If a reserved patron or non-reserved patron has a comp ticket, ask them to write their name, address, and email on the back of the ticket. On the reservation sheet, when time allows, write the name of the patron, number of tickets, type of ticket (regular, student, senior) and mark them as comp. This is necessary for closing at the end of the evening. Hand the patron a playbill and inform them of their reserved seat if they had a reservation.

Patrons without Reservations

- Record the patron's name, number of tickets, type of ticket (regular, student, senior) and how much they paid on the reservation sheet.
- Hand each patron a playbill.
- Ask each non-reserved patron to sign up on the mailing list. Encourage them to do this so we can send them announcements on upcoming productions. We will NOT share the list if they are worried about this.

Please remain in the lobby for a few minutes after the performance starts to account for latecomers. Once everyone is seated, take the cash box with you and feel free to go in to watch the show. If you are not staying for the performance...please remain in the lobby for at least 10 minutes after the performance begins. You can proceed with close-out procedures if you'd like in that time.

Closing Up

- Balance the reservation sheet against the cash/checks in the cash box. Be sure to pull out the \$100 cash before you begin to balance things out. This \$100 will remain in the cash box for the next performance. **Do NOT include contribution envelope money or subscription money in your balance.** This cash and these checks will be left in the cash box at the end of the process to be picked up by a DP organizational team member.
- Once the bank and reservation sheet are in balance....separate the cash from the checks and total each up.
- Pull out the deposit envelope marked with that night's date from the cash box. Inside the envelope are TWO deposit slips. You will need to fill both out exactly the same....one will be left in with the deposit while the other will be kept by Dignity Players for its record. The deposit slip will require a total number of checks and the total amount of those checks, the total amount of cash, and a total for the deposit altogether. Both deposit slips and the deposit envelope need to be signed by two people....there should always be a representative of Dignity Players on site for the second signature.
- Sign the deposit slips.....fold the cash and checks within one of the slips and place it in the deposit envelope. Seal the envelope and sign the front. **The second deposit slip AND the reservation form should be stapled together and left folded inside the cash box along with any completed special subscription forms/checks and completed contribution envelopes/checks.** (NOTE – both the deposit slips and deposit envelope MUST be co-signed by the DP representative)
- The signed deposit envelope should be put into the safe inside the same office where the cash box was located. If you have trouble finding the safe, ask the DP representative to put the envelope in the safe for you.
- Return the cash box, cash box key, clipboard with reservation sheets for upcoming shows, blank reserved seating forms, blank contribution envelopes, blank special subscription forms, and mailing list forms to the locations from which you got them (the file cabinet and DP mailbox).
- Return the playbills to the John Henry Room.
- Move the membership table back to its original position in the lobby.