# ALLY BEIL

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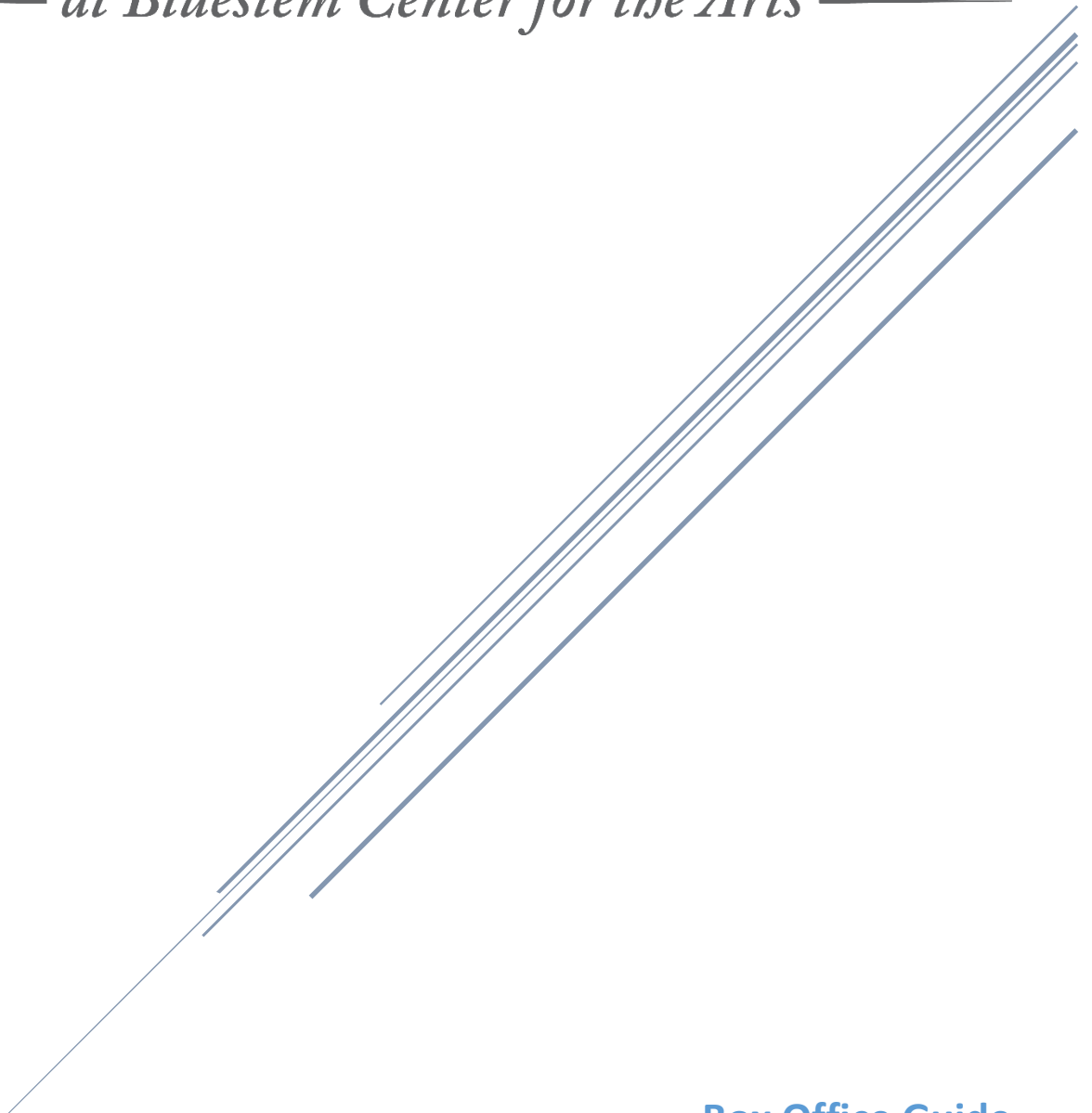
# CAREER PORTFOLIO

## 2014-2018

# INDEX

# trollwood

## PERFORMING ARTS SCHOOL

*— at Bluestem Center for the Arts —*

**Box Office Guide
Summer 2018**

# TABLE OF CONTENTS

# **<u>Box Office Expectations</u>**

Show up to your shifts on time. If something happens and you are unable to do this, please contact the manager with as much notice as possible!

Customer service is your number one priority!

If you have any questions, ASK! Don't try and fix something in Wintix if you haven't dealt with the problem before. Most problems can be easily fixed if brought to the manager's attention as soon as it happens.

If there are any issues with customers that escalate out of your control, transfer them to the manager. Don't make promises you can't keep (i.e. refunds, seat transfers, etc.)!

Have respect for everyone working this summer.

Organization is key! Put tickets in the will call boxes as soon as the order is complete, put together general admission orders right away, make sure to fill out a group sale form and put it in the binder, etc.

Keep your desk area tidy. The box office is a very public office and we want it to look nice for customers.

If you ever have any questions or concerns, feel free to voice them!

# Wintix How-To

**Ticket types** (Reserved $A_{1-3}$, $B_{1-3}$, $C_{1-3}$ / GA (seated and lawn) / Accessible / AD & ASL / Sponsor / House)

- **Section A**: $A_1$ is the left, $A_2$ is the center, $A_3$ is the right. Purple with small circles on Wintix map
- **Section B**: $B_1$ is the left, $B_2$ is the center, $B_3$ is the right. Blue with bold circles on Wintix map
- **Section C**: $C_1$ is the left, $C_2$ is the center, $C_3$ is the right. Green with stars on Wintix map
- **GA**: is sold via Excel spreadsheet. There are benches located behind Section C and lawn space on either side of reserved seating sections. These areas are first come, first serve.
- **Accessible**: Front rows of A and back rows of C. Orange with W/w's. W = open spot for wheelchair access.   w = companion seat
- **Audio Description (AD)**: July 14th performance. Orange with headphones. Back rows of $C_1$ and $C_2$
- **American Sign Language (ASL)**: July 20th performance. Orange with headphones. Middle of $A_3$
- **Sponsor**: refer to the Group Sale 18 database in FileMaker Pro for their seat locations
- **House:** 24 seats in $A_2$. Red with bold squares. These seats are not available to be sold. They are used for Kathy's comps or the house manager will use them to resolve seating mix-ups on performance nights.

## Selling a Ticket:

1. Open Wintix
2. At the top of the screen, click on the **Sales tab**
3. Click **Regular Sale**
4. Double-click patron's desired show date
5. Double-right click on the desired seat. If selling more than one seat, right click on the first and the last in the group.
6. Select a **price code**. Ensure that you are selecting the correct code that correlates to seat location. If purchasing 10 or more tickets, refer to the discount amount and select the correlating price code.
7. Make sure that the seat total on the bottom of the screen matches the desired amount and click **OK.**
8. Select the **payment method** (cash, check, CC, group sale, complimentary (comp), etc. Enter the amount paid in the correlating box.
9. Click on **Finish the Sale**
10. Enter your name in the **clerk box** (example: beila)
11. Click on **Look Up Customer**. You now have the option to search for their account or create a new customer record. Ask if they have purchased tickets with us before. Search by their name. Open their customer record and update contact information if it has changed.
12. Click **OK**
13. Click **Use This Information**
14. Say something along the lines of *"So you have _____ tickets for July _____ in section _____. Your total is _____. Does that all sound correct?"*
15. Process their payment in **School Pay** if paying by CC.

16. Go back to Wintix and click **Complete the Sale!**
17. Print their tickets and either give them to the patron or put them in the will call box, sorted by show date and customer last name.

The layout for writing on the ticket envelope:

Last, First
Performance Date
# of Tickets
Sales Record Number

## Customer Information

What Makes a Sales Record

- Sales Number, Customer Name, Performance Date and Time
- General Information
  - Total tickets purchased, total sale price, total paid amount, seat location, date/time sold, clerk, ticket delivery option, ticket printed yes/no
- Tickets
  - Price category, amount of tickets per category, price per ticket, total cost per category, print tickets, add/exchange seats, return seats
- Customer Information
  - First/Last name, company affiliation (most commonly used for group sales), address, phone number, email address, access to customer history
  - It is so important to gather all of this information for both contact and tagging purposes
- Payment
  - Payment type (cash, check, credit card, reservation, group sales, gift certificate, prem/comp, online, click4tix), convert reservation to sale option
- Other Information
  - Date/time sold, delivery method, ticket printed date, cancel this sale option, partial exchange option, change performance, option

## Looking Up Transactions

1. Click on the **Sales tab**
2. Hover over **Sales Record**, and select the option that you have information about
3. Utilize all options, if needed. If you are still unsuccessful, ask for help.

## Other Actions

**Double-check before doing any of the following tasks!**

- **Exchanging tickets (all seats, same performance)**
  1. Open the **sales record**
  2. Go to the **Tickets** tab
  3. Click **Add or Exchange Seats**

    4. Deselect current seats and select new ones

    5. Click **OK**

    6. **DO NOT** change the date sold to today's date!!

    7. If moving to a different section: let them know that we do not offer partial refunds, then follow the steps above.

    8. When asked if you want to add an extra sale record: the answer is **NO**.

- **Exchanging tickets (partial seats to a different performance)**
    1. Open the **sales record**
    2. Go to the **Other Information** tab
    3. Click **Partial Exchange To A Different Performance**
    4. You will be given the option to exchange all of the seats or just some of the seats. Double-click some of these seats.
    5. Select the seats you will be exchanging
    6. Select the new performance
    7. Select the new seats and click **OK**
    8. Keep the original sale date

- **Exchanging tickets (all seats to a different performance)**
    1. Open the **sales record**
    2. Go to the **Other Information** tab
    3. Click **Change Performance**
    4. Select the new performance
    5. Select the new seats and click **OK**
    6. Keep the original sale date

- **Returning tickets**
    - Remind the customer that we do not offer refunds
    1. Open the **sales record**
    2. Go to the **Tickets** tab
    3. Click **Return Seats**
    4. Select the seats you want to return
    5. Click **OK**
    6. Click **Done**, do not change the sale date, do not add another sales record.

- **Printing Will Call**
    - Let the manager know when you print will call to avoid wasting ticket stock!
    1. Click on the **Tools** tab at the top of the page
    2. Go to **Ticket Printing** and select **Print Unprinted Tix for a Performance**
    3. Select the **Show** (Hello, Dolly!)
    4. Select the **Performance Date**
    5. Click on **Print the Tickets**

## Potential Scenarios

- A customer asks to purchase tickets for two different shows
  - When you complete the first performance date sale, there will be an option to **purchase tickets for the same customer, different performance**. Select that one. Go through the sales process again. Only do **one charge** on School Pay
- A customer demands a refund and won't take no for an answer
  - Transfer to the manager
- A customer says that they want to upgrade their GA tickets to Reserved
  - Tell them that they will need to come in to the box office and exchange their GA tickets in person. If they give you a hard time, transfer to the manager
- A customer says that they would like to reserve a picnic space for their group
  - Either transfer them to Events Assistant, or give them the Events Assistant contact information (direct extension or email)

## Using BOCA printers

- How to refill ticket stock
- If you have any issues with tickets not printing correctly, call CenterStage software customer service: 831-583-0641 and tell them you are calling from Trollwood Performing Arts
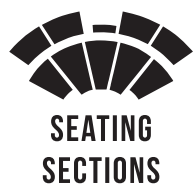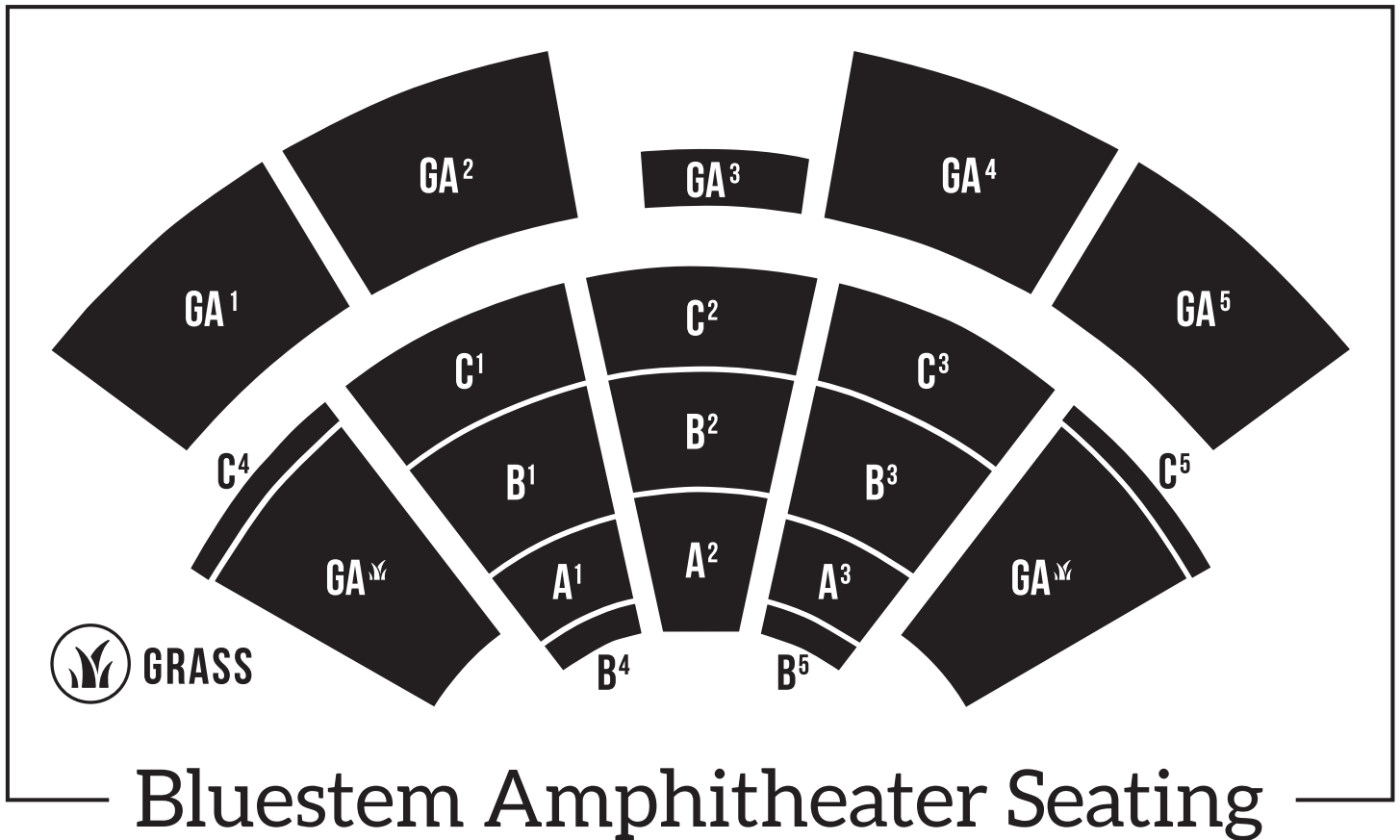
## Tagging Audience Members

- Under **Reports**, select **By Day**
- Select **Show for a Day**
- Enter a date/time range
- Select **Hello, Dolly!**
- Change **Screen** to **DBF file**
- Click **Run the Report**
- **Overwrite** option
- **Copy to a spreadsheet** option
- This will create an excel document. Use this to search for customers in the database and tag them with ACT660

# Miscellaneous Information

- Other Box Office Locations
  - Relocating to the Concession Stand at Amphitheatre
    - Things you'll need: Godex printer, a container of general admission tickets (all sorts), a two laptops (one for reserved sales, one for school pay/GA sales), scratch paper, pens, calculator, will call, credit card readers, laptop charger, cash bags (box office, merchandise, concessions), cash tray, signage
  - Relocating to the high schools for TTM and Trollwood Players
    - Things you'll need: will call, laptop, cash box, GA tickets (all sorts) pens & calculator, signage
- Working with Volunteers
  - There will be one volunteer in the box office with you during Mainstage (if someone signs up). Normally, they will handle will call. Show them the ropes, help them if they need you to look up someone's tickets. There are a few volunteers that have been in the box office enough times that they can be assigned to sales if that is something they are comfortable with. Again, help them if needed.

# Special Group Ticket Rates



**Bluestem Amphitheater Seating**

Seating diagram sections: GA¹, GA², GA³, GA⁴, GA⁵, C¹, C², C³, C⁴, C⁵, B¹, B², B³, B⁴, B⁵, A¹, A², A³, GA (grass)

🌿 GRASS

| SEATING SECTIONS | TICKETS Full Price | GROUP 10-19 10% Off | GROUP 20-49 15% Off | GROUP 50+ 20% Off |
|---|---|---|---|---|
| A | $32.00 | $28.80 | $27.20 | $25.60 |
| B | $27.00 | $24.30 | $22.95 | $21.60 |
| C | $22.00 | $19.80 | $18.70 | $17.60 |
| GA | ADULTS $15.00 | $13.50 | $12.75 | $12.00 |
| GA | STUDENT/SR. $13.00 | $11.70 | $11.05 | $10.40 |
| GA | CHILDREN 10↓ $10.00 | $9.00 | $8.50 | $8.00 |

## JULY 2018

| SUN | MON | TUE | WED | THU | FRI | SAT |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

AD)) SATURDAY 14

FRIDAY 20

🏕 RENTAL PICNIC SPACE AVAILABLE

**50% DEPOSIT TO RESERVE | REMAINDER DUE 2 WEEKS PRIOR TO SHOW**

# Box Office Training Manual

# Minnesota State University-Moorhead

# Table of Contents

# Introduction

Welcome to the MSUM Box Office! This training manual will help you learn your way around the two box offices at MSUM, what to expect when working events at different locations around campus, and how to operate our ticketing system.

The Hansen and Gaede box offices are located in the Roland Dille Center for Arts building on campus. The Hansen box office's phone number is **218-477-2271**.
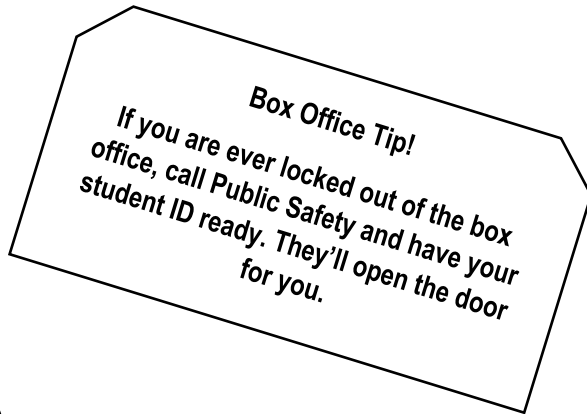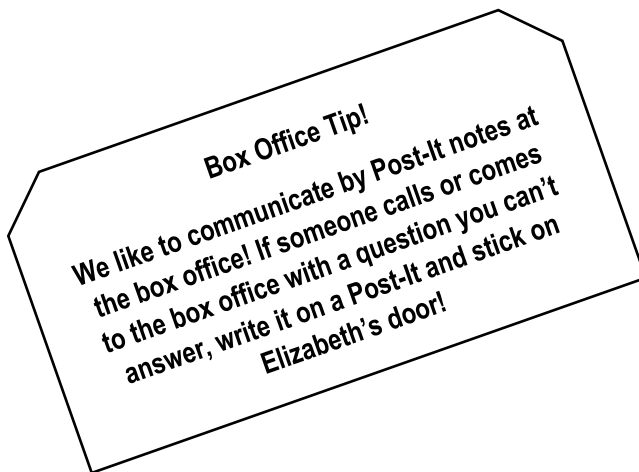
Elizabeth Evert-Karnes, the managing director of the Center for Arts, is in charge of all things box office-related. Her office is located within the Hansen box office. You can reach her at **218-477-2267**. If you can't get a hold of her right away, don't worry. She's a very busy person who attends a lot of meetings all around campus, but she always responds to messages as soon as she can.

When you begin working with the box office, you will receive two keys from Public Safety, a **17s16** key and a **17s1** key. The **17s16** key opens the Hansen and Gaede box offices, and the **17s1** key opens the Hansen and Gaede theaters.

Current box office staff:

- ➢ Elizabeth Evert-Karnes, managing director of the Center for Arts
- ➢ Ally Beil, assistant box office manager
- ➢ Miranda Beusing, assistant box office manager
- ➢ Sara Winch, assistant box office manager

➢ Kaitlyn Brandon, box office associate

➢ Krista Kasprick, box office associate

➢ Molly Berg, box office associate

➢ Beth Nelson, box office associate

**Box Office Tip!**
If you are ever locked out of the box office, call Public Safety and have your student ID ready. They'll open the door for you.

**Box Office Tip!**
We like to communicate by Post-It notes at the box office! If someone calls or comes to the box office with a question you can't answer, write it on a Post-It and stick on Elizabeth's door!

# The Hansen Box Office

The Hansen box office, located by the Hansen Theater in the Center for Arts building on campus, is where we work during the day and when there are events in the Hansen Theater or Fox Recital Hall.

During the day, the Hansen box office is open from 12:00-4:00 PM. When we have an event at the evening, the box office typically opens at 6:45 PM.

The Hansen box office is where we permanently house:

- Computers
- Telephones
- Ticket Printers
- Ticket Scanners
- Cash Box
- Extra Tickets
- Spare Office Supplies

There is also a mini fridge and a microwave available for you to use.

When working at the Hansen box office, there are a few things that need to happen at the start of every 12:00 shift:

- Count the money in the cash box
  - There should be $100 at the start of every shift
- Open the windows
- Check the voicemail
  - The voicemail password is 0818
- Turn the computers on

When answering a call from the Hansen telephone:

> ➢ There is a screen on the phone base with three different lines on it.
> ➢ The first line directs the call to Elizabeth's office—you don't need to answer if that line is flashing.
> ➢ The second line automatically directs the call to the first window. If you are sitting at that window and receive a call, press the button next to that line and pick up the phone.
> ➢ The third line directs the call to the second window. If you are sitting at that window and receive a call, press the button next to that line and pick up the phone.

When making a call from the Hansen telephone:

> ➢ If the call is to another office on campus, type in the office's extension and it will connect you automatically.
> ➢ Dial 1 to make long-distance calls.
> ➢ Dial 9 to make calls outside of campus.
> ➢ Dial the phone number as normal.

Box Office Tip!

Always have a smile on your face!
We have a wide variety of clientele,
and no matter who they are, they
deserve the best customer service
you can provide!

# Events at the Hansen

We use the Hansen box office when we have events happening in the Hansen Theater or Fox Recital Hall. Typically, these events include collegiate theater productions, choir and band concerts, or shows involved with the Cheryl Nelson Performing Arts Series.

We will normally have one person selling tickets at the window marked **Current Sales** and one person sitting at the window marked **Will Call**.

If you are working the **Current Sales** window, you will be in charge of selling tickets to customers in a time-efficient manner.

If you are working the **Will Call** window, you will be in charge of all of the tickets that have been purchased before the show that still need to be picked up. Be prepared for people to approach your window with questions about our online sales website. If they were not able to print their tickets at home, you can look up their customer record on SRO and print them from there. You will learn how to do this on page 16.

For some of our events, we will have volunteer ushers who will take care of scanning tickets and showing patrons their seats. In the event that we do not have enough ushers signed up to help, the house manager may ask you to help scan tickets. If this happens, the house manager will ensure that you know what to do.
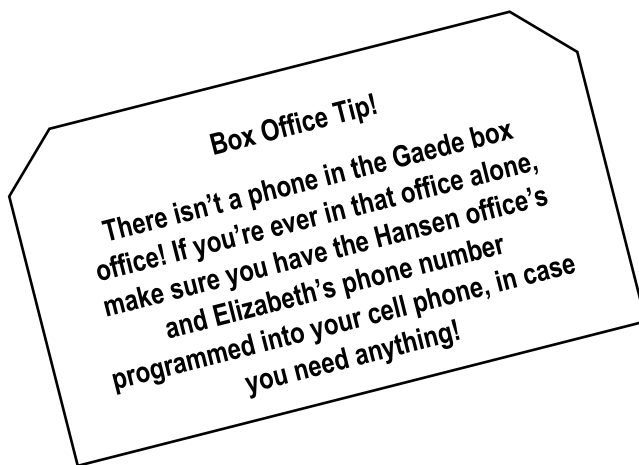
**Box Office Tip!**
If people arrive late to a show in the Hansen theater, they will have to be seated up in the balcony, so as not to disrupt the performance.

# The Gaede Box Office

The Gaede box office, located by the Gaede theater in the Center for Arts building, is only used when we have events in the Gaede theater.

When in use, we typically only have one computer and one ticket printer in the office.

There are a lot of old framed photos and other miscellaneous items in the Gaede office that aren't to be moved around without Elizabeth's permission.
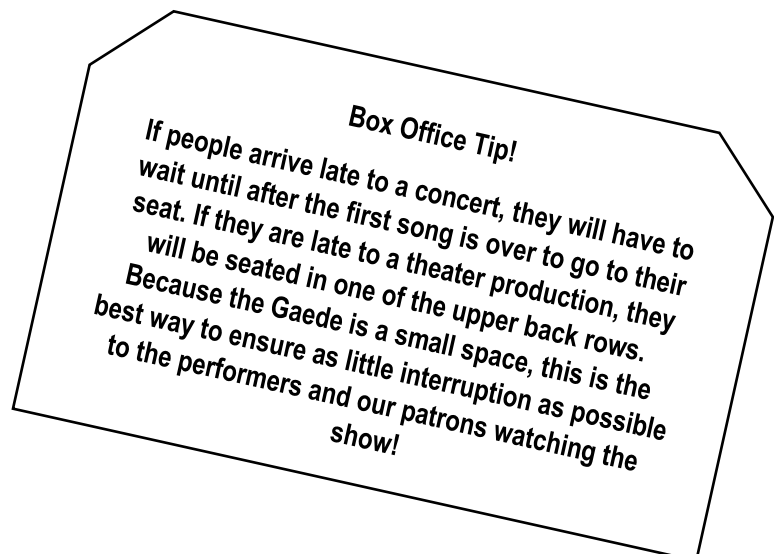
**Box Office Tip!**

There isn't a phone in the Gaede box office! If you're ever in that office alone, make sure you have the Hansen office's and Elizabeth's phone number programmed into your cell phone, in case you need anything!

# Events at the Gaede

The Gaede box office is used when there are concerts, theater productions, or participating events in the Cheryl Nelson Performing Arts Series.

Like the Hansen office, there are two windows in the Gaede office, one for **Current Sales** and one for **Will Call**.

The Gaede theater lobby is considerably smaller than the Hansen lobby, thus making it seem more chaotic when there are a lot of people attending one event.

Communication with the house manager is key to making the period of time before a show starts run smoothly. If you run into any problems at all, let the house manager or Elizabeth know immediately.

**Box Office Tip!**

If people arrive late to a concert, they will have to wait until after the first song is over to go to their seat. If they are late to a theater production, they will be seated in one of the upper back rows. Because the Gaede is a small space, this is the best way to ensure as little interruption as possible to the performers and our patrons watching the show!

# Events at Nemzek Fieldhouse

Along with events in the Center for Arts, we also sell tickets to and work sports games in the Nemzek Fieldhouse.

Some of the sports games we work at include:

- ➢ Football games
- ➢ Volleyball games
- ➢ Basketball games

There are ticket kiosks over in Nemzek that we use when we're over there for games. Two are used for current sales and one is used for will call tickets. Typically, we only need three people to work these games. Nemzek provides employees to scan tickets.

When working the will call kiosk during a game, there are a couple of things you will need to know.

- ➢ Players are only allowed to reserve tickets for guests until 3:00 the day of the game.
- ➢ There will be a list of people who have tickets reserved under the player's name. If someone is not on that list, they do not get a ticket. No exceptions.
- ➢ When people pick up their ticket, they must provide a valid form of I.D. and sign next to their name on the list.

**Box Office Tip!**
If you're working the box office during a game, you can get free food from the concession stand!

# Defining SRO[4]

The ticketing system we use in the box office is TopTix's SRO[4]. It is a relatively easy system to use, but there are many components to it that may make it seem complicated.

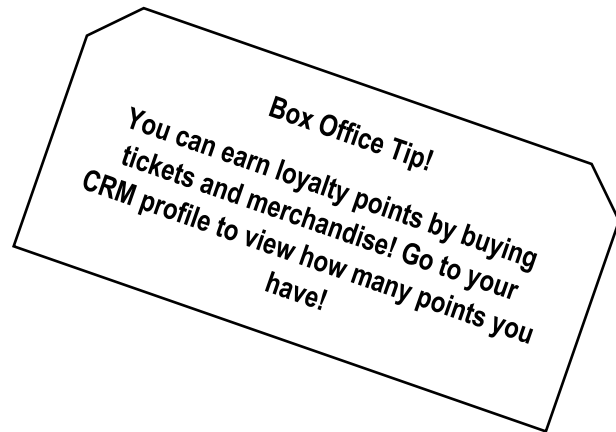There are three branches of SRO[4] that we utilize: bSRO, tSRO, and eSRO.

CRM stands for Customer Relationship Management. By using the CRM, we are able to access our customer's accounts, sell them tickets, and view past transactions.

bSRO is the back office sales and administration component. We use this for our day-to-day tasks and when we have events in the Center for Arts. It is used for sales, access to the CRM, system and content administration, marketing, reporting, content creation, and more. As a box office associate, you will typically only use bSRO for sales and access to the CRM. Unless asked by Elizabeth or one of the assistant managers, you will not need to worry about the marketing, reporting, and content creation aspects of bSRO.

tSRO is the touchscreen sales component, and is used when we are over in Nemzek for events. This interface is used for till sales, merchandise sales, donations, and vouchers. tSRO does not grant access to the CRM, thus making it faster to complete a transaction and a better fit for an environment such as Nemzek.

eSRO is the online sales and CRM component. eSRO is available through www.mnstate.edu/tickets, and is where customers can

purchase tickets, merchandise, memberships, and have access to the CRM without having to go through the box office employees. When you purchase a ticket online, it sends a virtual ticket to your email that can be scanned directly from your phone or tablet.

Box Office Tip!
You can earn loyalty points by buying tickets and merchandise! Go to your CRM profile to view how many points you have!

# Using SRO⁴ at the Box Office and at Different Events

## At the Box Office

When you first begin working at the box office, Elizabeth will create a user account on SRO⁴ for you. You will use this password to log into SRO⁴ on any computer.

To access SRO⁴ in the Hansen and Gaede box office, open Internet Explorer and type in www.bsro.mnstate.edu. This will take you to the SRO Portal. You will then click Open SRO Portal, which will direct you to the login page. Use the username and password that you set up with Elizabeth and continue.
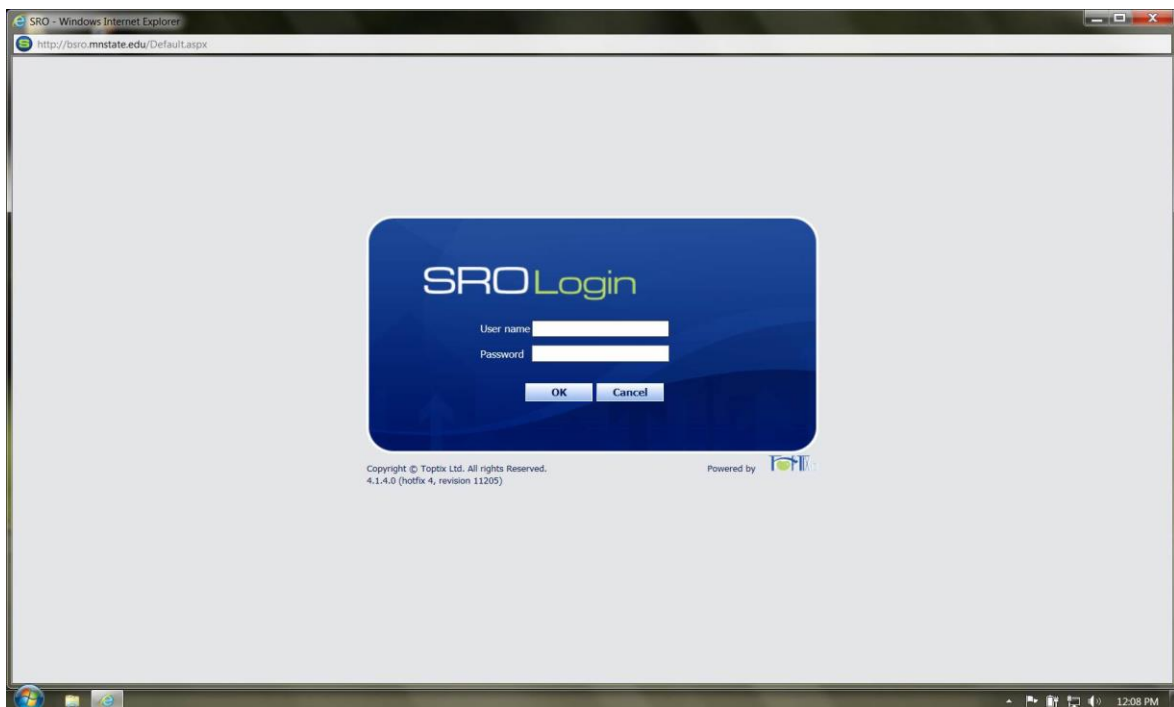
The **content** page of SRO will open. This is what it looks like:
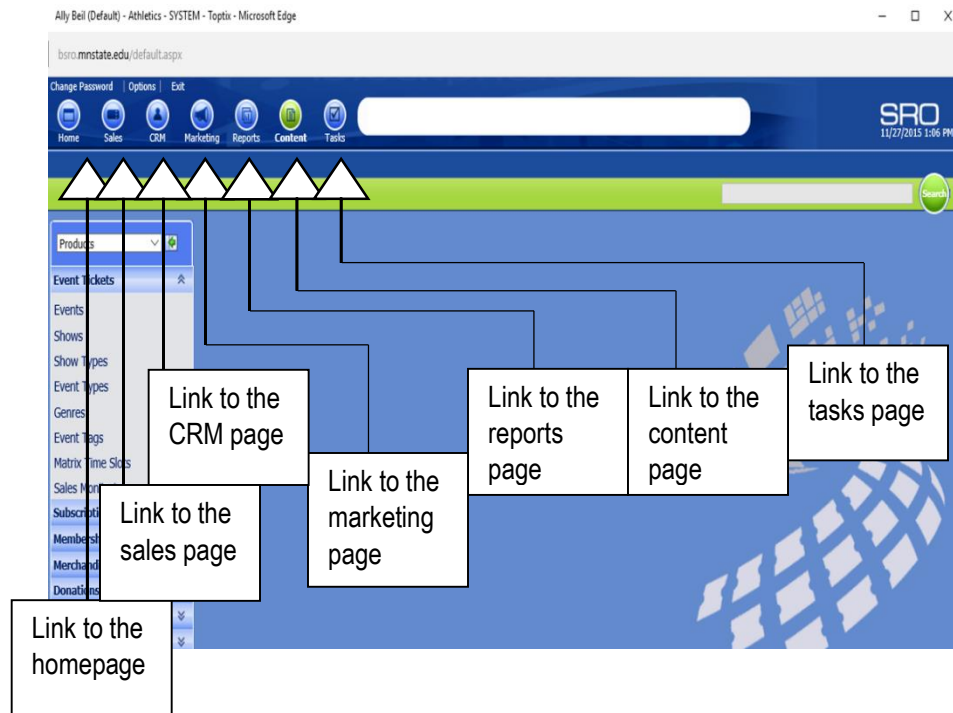


From there, you can click on the **CRM** page link. This will take you to the form to either search for or create a new customer record.

You can search for a customer record using the customer's last name. To create a new customer record, enter the customer's first and last name, their phone number, and their address.

To open a customer record, click on their name in the search results.



The customer record includes:

> An **activities** tab which lists all of the tickets one has purchased and when the transaction occurred. It also includes information about any ticket returns or exchanges.
> A **tickets** tab which lists ticket purchase history.
> A **membership** tab which shows if the customer has purchased any memberships through SRO.
> A **subscriptions** tab which shows if the customer has purchased any subscriptions through SRO.

➢ A **gift voucher** tab which shows if the customer has purchased any gift vouchers.

These are the main tabs that you will need to use while interacting with customers. If you have questions about any of the other tabs, you can ask one of the assistant managers or Elizabeth for help.

If you need to reprint a ticket, return a ticket, or exchange a ticket for a customer, you can select a transaction from either the **activities** page or the **tickets** page.
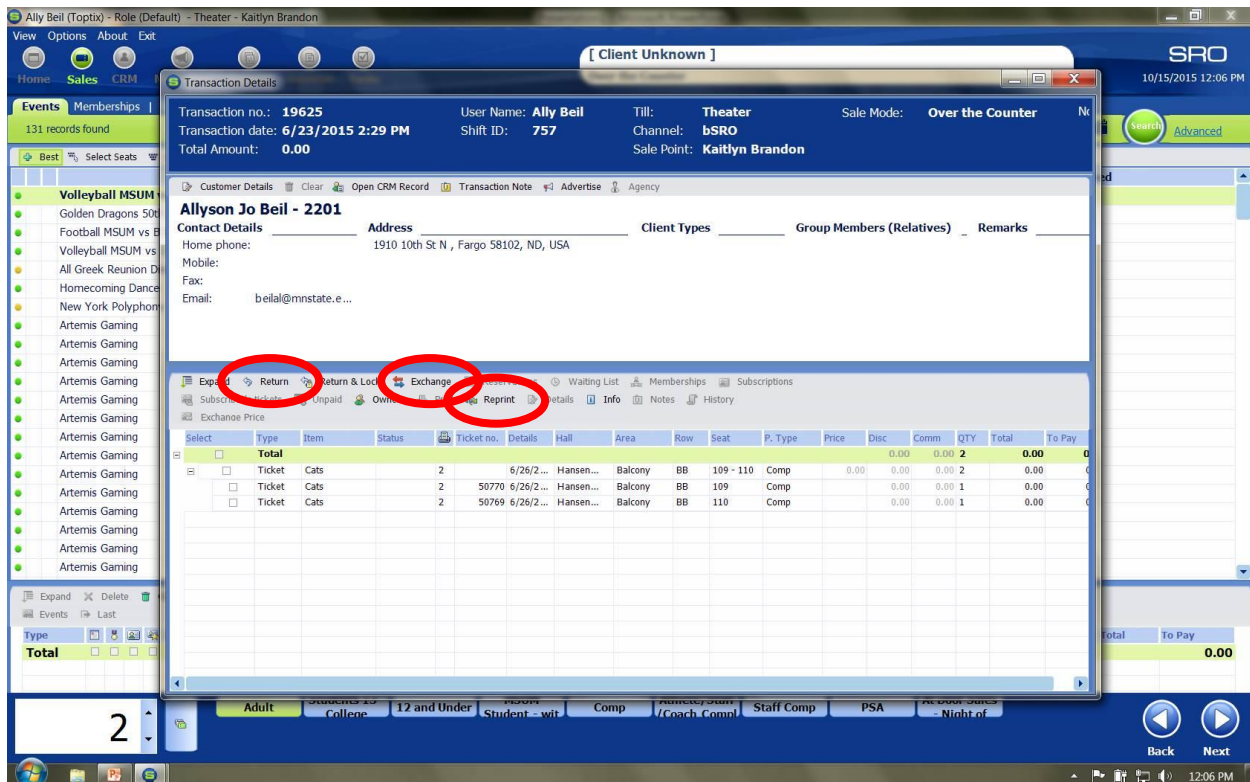


From this pop-up window, you will select the ticket that needs to be reprinted, and click the **return, exchange, or the reprint** option, depending on what you need to do.

Through the CRM, you can also adjust a customer's client type (if they are a music major or a student athlete, for example), send them an email, and access the **sales** page.

You can access the **sales** page link by clicking the **sales** link at the top, or by clicking the **sell** button on the customer record page. This will take you to a list of upcoming events, merchandise, memberships, and subscriptions that are currently for sale, and the page where you can process gift vouchers and donations for customers.



On the list of events, you can view where and when an event will happen, how many seats have been sold, how many seats are still available, and what the different types of price types are available. The price types will vary depending on the event.

Different price types commonly include:

> ➢ Adult
> ➢ Senior
> ➢ MSUM student
> ➢ MSUM faculty/staff

➢ Non-MSUM college student

➢ High school student

➢ 12 and under

➢ Comp

➢ At-Door Sales – Night of

When selecting a ticket for shows with reserved seating (normally shows in the Hansen or Gaede theater), click on **select seats** above the list of the events, and then double-click the event the customer is buying tickets for. This will open a map of the event venue, where you can then select seats.
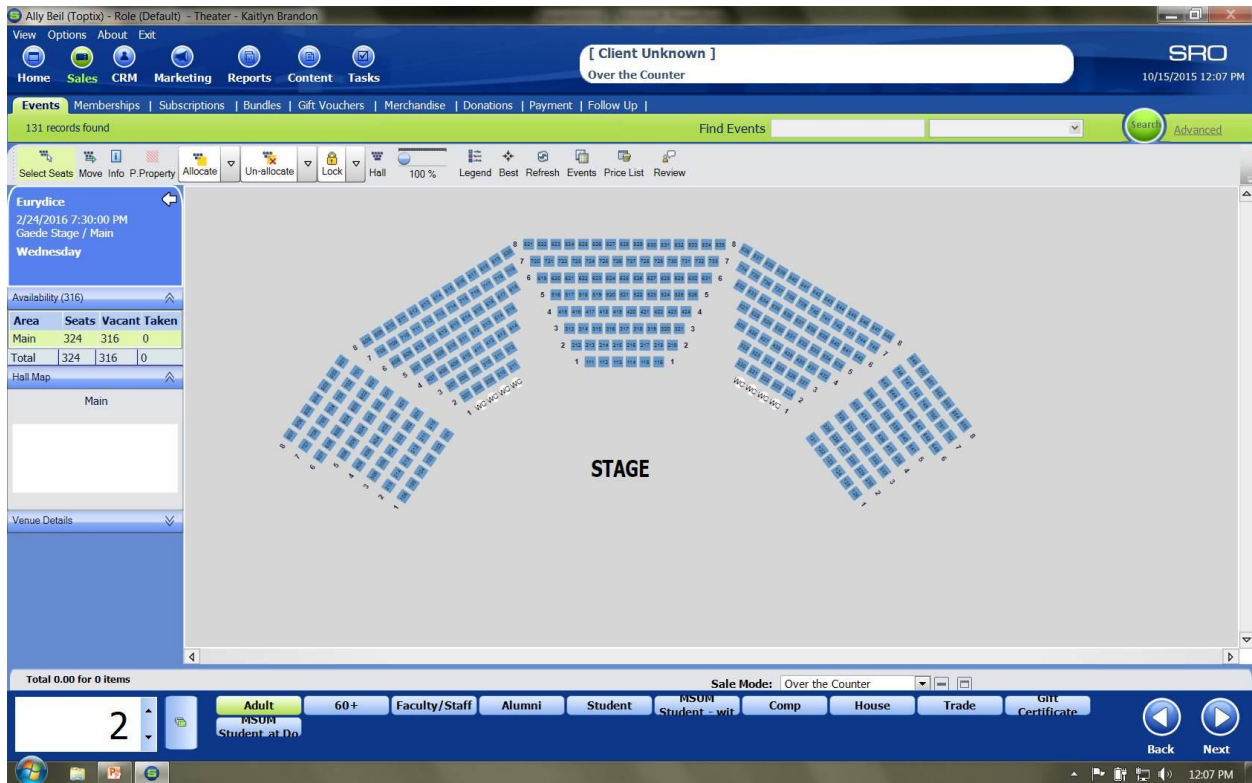


The light blue squares indicate vacant seats. When seats are colored black, it means that they are already reserved. The white spaces are the handicap-accessible seats.

To select a seat, change the ticket number to one (in the white box on the bottom left of the screen), click on the ticket type, and then select the seat the customer chooses. Repeat this as many times as needed to complete the order.

To continue the transaction, click on the **next** button on the bottom right of the page. This will take you to the **payment** page. There, you can enter in a customer's credit card or check information, or process a cash payment.

When the order has been paid for, you can select the button labeled **finish** at the bottom of the page, and a dialogue box will appear, asking if you want to print the tickets or a receipt. If you are in the Hansen box office and printing something, select the Hansen printer from the drop-down menu. If you are in the Gaede, select the Gaede printer.


## At Events

If you are working at the **current sales** window during an event in the Center for Arts, have the bSRO software open to the **sales** page. When people come to purchase tickets, don't worry about searching for their customer record. Just select their tickets and process their payment as normal.

If you are working at the **will call** window during an event in the Center for Arts, have the bSRO software open to the **CRM** page. That way, if someone has tickets but they didn't print or aren't in the will call box, you can look up their account and print tickets from there.

If you are using tSRO during an event in Nemzek, open the SRO Firefox shortcut on the desktop. Log in using your SRO username and

password, and select the **SYSTEM** sales point. From there, you will see an extremely simplified version of bSRO. There is no CRM to worry about, nor is there a list of events. The only event is the one that you are currently selling tickets for. The price types are on the right side of the page. To select tickets, click on the necessary price type. For example, if someone needs two adult tickets and one 12 and under ticket, you will click on the adult price type twice and the 12 and under type once. You will then process the payment. On the top right of the page, you can select cash, check, credit card, or coupon. These payments are processed the same way as if you were using bSRO.

**Box Office Tip!**

SRO4 can take a while to load, so when you first open, click on the Sales Page link and let that load first. That way, you won't have to make customers wait for the computer to load when they're trying to make a purchase!

**Box Office Tip!**

Sometimes SRO4 can be a tricky system to work with. If you ever have any questions, don't be afraid to ask Elizabeth or any of your coworkers! We're here to help!

**Box Office**
**Fall 2015**

|  | Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|---|
| 12:00 | EA, EB | EE, EF | EA, EB | EE, EF | EE, EA |
| 12:30 | EA, EB | EE, EF | EA, EB | EE, EF | EE, EA |
| 1:00 | EC, EA | EE, EF | EC, EA | EE, EF | EE, EA |
| 1:30 | EC, EA | EE, EF | EC, EA | EE, EF | EE, EA |
| 2:00 | EC | EG, EB | EC | EC, EG | ED, EE |
| 2:30 | EC, ED | EG, EB | EC, ED | EC, EG | ED, EE |
| 3:00 | EC, ED | EG, EB | EC, ED | EC, EG | ED, EE |
| 3:30 | EC, ED | EG, EB | EC, ED | EC, EG | ED, EE |
| 4:00 | EC, ED | EG, EB | EC, ED | EC, EG | ED, EE |

| Hours per week | | M/W/F | EA = Employee A |
|---|---|---|---|
| EC | 8 | EB comes in @ 11 | EB = Employee B |
| EA | 6 | EG comes in @ 10 | EC = Employee C |
| ED | 6 | | ED = Employee D |
| EE | 8 | T/TH | EE = Employee E |
| EF | 4 | EB comes in @ 9 | EF = Employee F |
| EG | 4 | EE comes in @ 10 | EG = Employee G |
| EB | 4 | EG comes in @ 10 | |

# House Manager Pre-Show and Intermission Checklist
## Straw Hat 2015-2016

Pre-Show

1. Unlock the outer doors
2. Unlock the theater doors
3. Double-check that the ticket scanner are working properly
4. Label map with location of house tickets and what handicap seats are reserved
5. Meet with ushers
   a. Tell them the anticipated house count, which handicap seats are reserved, who will be scanning, who will be seating patrons, assign two ushers to concessions, distribute programs and seating maps
6. Check in the stage manager to see if house will be ready to open at 7:00
   a. Inform ushers of any delays
7. Monitor theater lobby from 7:00-7:30, handle any ticketing/seating problems that come up
8. Give the stage manager the GO when all patrons are seated

Intermission

1. Distribute concessions supplies to ushers
2. Monitor lobby for 10-15 minutes, depending on intermission length
3. Check bathrooms when there are approx.. 2 minutes of intermission left
4. Flash the lobby lights to indicate the show will be starting again
5. When the lobby and bathrooms are empty, give the stage manager the GO to start the show again

# CASH BALANCE SHEET

| Trollwood Performing Arts | Seller: | Event: |
|---|---|---|
| | Date: | Bank: |

| | | | Over/Short | |
|---|---|---|---|---|
| $100.00 | | | | |
| $50.00 | | | | |
| $20.00 | | | | |
| $10.00 | | | | |
| $5.00 | | | | |
| $1.00 | | | | |
| Coin | | | | |
| Total Cash | | | | |
| Add Checks | | | | |
| Combined Total | | | | |
| (Less Bank) – | | | | |
| Deposit Amount | | | | |
| Credit Cards | | | | |
| Total Receipts | | | | |

Comments _____

_____

Seller Signature _____

Verified By _____

**WEST FARGO HIGH SCHOOL THEATRE PRESENTS**
**MURDER IS FUN!**

Production Dates: January 19-20 & January 22-23 2017

**WEST FARGO, ND—**In January, West Fargo High School Theater strays from the stage to bring the community a one-of-a-kind murder mystery dinner theatre experience. At this interactive theatre event, audience members will have the opportunity to enjoy a delicious dinner while helping solve a tricky murder case. Directed by Matthew Dryburgh and produced in partnership with Santa Lucia Restaurant, this evening of theatre is perfect for a family outing, a company event, and much more.

**Performances of Murder is Fun!** will be held January 19, 20, 22, and 23 at Santa Lucia Restaurant in Fargo (1109 38th St S). Seating starts at 6:30 and the show begins at 7:00. A $20 ticket includes salad, pasta buffet, dessert, coffee/soda, and the show. For tickets, contact Darcy Bakkegard at dbakkegard@west-fargo.k12.nd.us or call 701-499-1971.

**Murder is Fun!** is an interactive dinner theatre murder mystery, written by Catherine Blankenship. It follows Captain Brown of the Homocide Squad as she tries to solve the murder of a composer who has died under mysterious circumstances. Unable to deduce the guilty party, the Captain turns the case over to the audience in hopes that they will be able to assist her.

**FOR RELEASE**
**October 10, 2016**

**WEST FARGO HIGH SCHOOL THEATRE PRESENTS *ONCE UPON A MATTRESS***

Production Dates: November 4-5 & 11-12 @ 7:30; November 6 @ 2:00
                   FREE Veterans and Senior Citizen performance November 10 @ 2:00

**WEST FARGO, ND—**West Fargo High School Theater will continue to entertain the West Fargo, Fargo, and Moorhead communities by kicking off their 2016-2017 season with a comedic musical, *Once Upon a Mattress*. Arriving in early November and brought to life by director Darcy Bakkegard, this fun and eccentric show will surely impress and delight audiences of all ages.  Featuring the talents of 60+ students, the show was created as an adaptation of Hans Christian Andersen's well-known fairy tale, *The Princess and the Pea*.  Colorful characters and catchy music carry the story of a kingdom in a quandary: no one in the kingdom may marry until a princess is found for Prince Dauntless.  But when the Queen is testing the princesses, no one is good enough for her son.  Can Princess Fred be the answer? It's a musical for the whole family.

**Performances of Once Upon a Mattress** will be held November 4-5 and 11-12 at 7:30 pm and November 6 at 2:00 pm. Ticket prices are $8 for adults and $5 for students. For tickets, go online to westfargotheatre.com or call (701) 356-2050.

A special **free performance** for Veterans and Senior Citizens to thank them for all they have done and continue to do for our community will be held November 10 at 2:00.

***Once Upon a Mattress*** is a musical comedy with music by Mary Rodgers, lyrics by Marshall Barer, and book by Jay Thompson, Dean Fuller, and Marshall Barer presented through special arrangement with R&H Theatricals.

**FOR RELEASE**
**[INSERT DATE HERE]**

**WEST FARGO HIGH SCHOOL THEATRE PRESENTS**
**NOISES OFF!**

Production Dates: February 2-5, 2017

**WEST FARGO, ND –** After a successful run of Once Upon a Mattress, West Fargo High School Theatre takes the stage once again, continuing their season with the hilarious comedy, Noises Off! The show will be performed at West Fargo High School in early February. One of the most popularly performed shows in America, this beloved classic will have you laughing all night long.

**Performances of Noises Off!** will be held February 2-4 at 7:30pm and February 5 at 2:00pm. Ticket prices are $8 for adults and $5 for students. For tickets, go online to westfargotheatre.com or call (701-) 356-2050.

**Noises Off!** is a raucous comedic farce written by Michael Frayn. The show explores a hapless troupe of actors, attempting to mount their show *Nothing On.* Romantic intrigue, missed cues, and door slamming will have you roaring with laughter as the troupe's collective sanity slowly unravels. Noises Off! is presented through special arrangement with Samuel French

**WFHS THEATRE** & **SANTA LUCIA RESTAURANTE**

## Presents

# Murder Is Fun!

An Interactive Murder Mystery Experience

## Written by Catherine Blankenship

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### The Brains
Captain Brown – Hannah Smith
Doctor – Ashley Johnson

### The Victim
Alfred – Drew Baxley

### The Suspects
Myrtle – Whitney Hofstad
Audrey – Amber Anderson
Tony – Jayden Juran
Julia – Rian Blacksmith
Jay – Jon Kauk
Ellita – Alex Wilson

### Informants
Business Man – Jack Sedat, Spencer Jackson-Matcalf
Professional Woman – Tacy Gillund, Kaylee Morlan
Artistic Woman – Mikayla Hjelden
Timid Soul – Sarah Stinson, Tedi Dimmer
Managing Friend & Wife – Haison Nguyen, Emilia Velez

### Accomplices
Producer – Darcy Bakkegard
Director – Matthew Dryburgh
Box Office Manager – Ally Beil
Hostess – Lauren Klomstad, Bryer Moody

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# Thank you!

Maria Wilson and Santa Lucia for making this evening of theatre possible

The parents of WFHS Theatre for their time and support

All of you here tonight. Keep supporting the arts!

Murder is Fun! is produced by special arrangement with Samuel French.

Is Fun!

Entry

**Table labels/numbers:** 15, 14, 13, 16, 17, 18, 19, 20, 12, 11, 8, 6, 1, 2, 3, 4, 5

Claire DeJong (2)

Stephanie Aalund (2)

Joan Hagen (2)

John Stearns (2)

Nichole Krabbenhoft (2)

Brenda Gillund (2)

Junella Vein (2)

Monica Schneider (2)

Kristine Mortenson (2)

Jordan Bertsch (3)

Nicholas Johnson (2)

Becky DuJong (2)

Jennifer Opheim (3)

Anna Kiebke (2)

Amanda Knecht (2)

Sabrina Zimara (2)

Shaundra Worrall (1)

Sara Hartwig (2)

Corey Burnside (6)

Kelly Halvorson (2)

Arin Johnson (2)

Morgan Kasin (1)

Jodi Blacksmith (7)

Virginia Smith (1)

Sierra Romero (1)

Anwar Sadat (1)

Sam Priya (3)

Steven Cameron (2)

Restrooms

Restaurant Capacity: 86

Kitchen Entry

SERVER STATION

BANQUET AREA

Table Capacity

| | | | |
|---|---|---|---|
| 1-4 | 6-4 | 11-4 | 16-2 |
| 2-4 | 7-2 | 12-4 | 17-2 |
| 3-4 | 8-5 | 13-4 | 18-4/6 |
| 4-8 | 9-4 | 14-4 | 19-4/6 |
| 5-8 | 10-5 | 15-4 | 20-3 |

Is Fun!

Entry

**Tables (numbered):** 15, 14, 13, 12, 16, 17, 18, 19, 1, 2, 3, 4, 5, 6, 10

**Seating labels:**
- Karla Juran (2)
- Joan Hagen (2)
- Teresa Aiken (2)
- Carolyn F. (2)
- Doreen Klomstad (2)
- Virginia Smith (2)
- Melissa Heley (4)
- Kristi Leverson (2)
- Suzanne Castilla (2)
- Suzanne Castilla (5)
- Brian Callahan (2)
- Brenda Hansen (2)
- Darrell Dimmer (4)
- Tonia Lizakowski (2)
- Mona Tedford (4)
- Ronald Hansen (4)
- Elizabeth Suppa (2)
- Kim Suppa (2)
- Lisa Anderson (6)
- Jen Rossow (2)
- Rene Regan (8)
- Mona Tedford (6)
- Jill Inman (3)
- Fran Hanson (3)
- Rachelle Martin (1)
- Casey Hansen (3)
- Rene Regan (4)
- Melissa Peterson (2)

Restrooms

Restaurant Capacity: 86

Kitchen Entry

Server Station

Banquet Area

**Table Capacity**

| Table | Capacity | Table | Capacity | Table | Capacity | Table | Capacity |
|---|---|---|---|---|---|---|---|
| 1 | 4 | 6 | 4 | 11 | 4 | 16 | 2 |
| 2 | 4 | 7 | 2 | 12 | 4 | 17 | 2 |
| 3 | 4 | 8 | 5 | 13 | 4 | 18 | 4/6 |
| 4 | 8 | 9 | 4 | 14 | 4 | 19 | 4/6 |
| 5 | 8 | 10 | 5 | 15 | 4 | 20 | 3 |

# Buyer$ Market Production Team Contact Sheet

| Name | Phone Number | Email Address |
|---|---|---|
| Michelle Soto (Production Manager) | (218) 280-3496 | sotomi@mnstate.edu |
| Brandon Hecker (Director) | (218) 443-2062 | heckerbr@mnstate.edu |
| Ally Beil (Stage Manager) | (218) 395-0410 | beilal@mnstate.edu |
| Craig Ellingson | (701) 388-9382 | craig.ellingson@mnstate.edu |
| Elizabeth Evert-Karnes | (701) 541-7271 | evertel@mnstate.edu |

Contact forms I created for Buyer$ Market

## Buyer$ Market Emergency Contact Information

| Name | Contact | Phone | Relation |
|---|---|---|---|
| Ally Beil | Lisa Beil | (218) 434-0839 | Mother |
| Brandon Hecker | Becky Hecker | (218) 443-2082 | Mother |
| Kyler Rayhill | Taylor Hought | (218) 205-2337 | Friend |
| Niina Stensrud | Michael Stensrud | (952) 240-0399 | Father |

## Buyer$ Market Cast List

| First | Last | Role | Phone | Email |
|---|---|---|---|---|
| Kyler | Rayhill | Man | (605) 454-0647 | rayhillky@mnstate.edu |
| Niina | Stensrud | Woman | (612) 910-5177 | stensrudni@mnstate.edu |

## Buyer$ Market Rehearsal Conflicts

**Kyler Rayhill**

**Role:** Man

**Conflicts**

- Work
  - 3/11 5-10, 3/13 5:30-10, 3/14 11-7, 3/16 5-10, 3/17 6-10, 3/21 10-6

*Tuesday, Thursday, Sunday would work best

**Niina Stensrud**

**Role:** Woman

**Conflicts**

- Track Practice
  - Everyday 3:00-5:30
- Track Meets
  - Every other weekend after spring break

**Brandon Hecker**

**Director**

**Conflicts**

- The [scream] Rehearsal

**Ally Beil**

**Stage Manager**

**Conflicts**

- Class on Wednesdays 5:00-6:00
- Out of town over Easter Break
- Out of town 3/14/15

*Tuesday, Thursday, Sunday would work best

## Buyer$ Market Sign-in Sheet

| Actor | April-9-15 | April-21-15 | April-23-15 | April-26-15 | April-28-15 |
|---|---|---|---|---|---|
| Kyler Rayhill | KR | KR | Absent | KR | (signature) |
| Niina Stensrud | NS | NS | NS | NS | NS |

## APRIL 2015

| SUN | MON | TUE | WED | THU | FRI | SAT |
|---|---|---|---|---|---|---|
| | 30 | 31 | 1 | 2 All Called 6:00-7:30 | 3 Easter Break | 4 |
| 5 | 6 Easter Break | 7 All Called 6:00-7:30 | 8 | 9 All Called 6:00-7:30 | 10 | 11 |
| 12 | 13 | 14 The [scream] Performance | 15 The [scream] Performance | 16 The [scream] Performance | 17 The [scream] Performance | 18 The [scream] Performance |
| 19 | 20 | 21 All Called 6:00-6:30 | 22 | 23 All Called 6:00-7:30 | 24 | 25 Tech Day 9:30 PM |
| 26 All Called 11:00 All Called 5:30 | 27 | 28 All Called 6:00-7:00 | 29 Performance 7:30 | 30 | | |
| | | NOTES: | | | | |

## Scheduling paperwork I created for Buyer$ Market

# Costume, sound, and prop lists I made for Buyer$ Market

## Buyer$ Market Costume List

**Man**

- Athletic jacket and pants (preferably black/dark)
- Button-up with chest pocket
- Knee shorts
- Tennis shoes & calf-high socks (white or black)
- Bowtie and glasses (Costume prop)

**Woman**

- Dress
- Flip-flops
- Underwear

## Buyer$ Market Sound List

| Page | Sound | Line |
|------|-------|------|
| 2 | Cash Register | (Stage Direction) |
| 4 | Cash Register | "Nice melons" |
| 6 | Cash Register | "No more shopping" |
| 8 | Cash Register | "God, I love your honesty." |
| 10 | Cash Register | "I give up." |
| 11 | Cash Register | "Oh. I do." |

Cash Register #1
http://cd.textfiles.com/swbreakthrough/SOUNDS/REGISTER.WAV

Cash Register #2
http://helios.augustana.edu/ph316/wav/kerchunk.wav

## Buyer$ Market Prop List

- Basket
- Wallet
- Cell Phone
- Calculator
- Black Book
- Ring (Costume Prop)
- House Key
- "INDEPENDENCE DAY SALE" Sign
- Basket
- Banana
- Compact Mirror
- Cell Phone
- Bow Tie (Costume Prop)
- Glasses (Costume Prop)
- Feather Duster
- Rag
- Small Knife
- "MOTHER'S DAY SALE" Sign
- Table—like at a garage sale (sturdy enough for actors to crawl on)

## Buyer$ Market Prop List (2)

**Basket**
- Starts with MAN, gets set on the floor, gets taken offstage, is brought back on stage and set on the floor

**Wallet**
- Starts in MAN's pocket, stays there the entire show

**Cell Phone**
- Starts in MAN's pocket, stays there the entire show

**Calculator**
- Starts in MAN's pocket, stays there the entire show except for one moment when MAN uses it

**Black Book**
- Starts in MAN's pocket, is used for a few moments, then is put back for the rest of the show

**Ring (Costume Prop)**
- Starts in MAN's pocket, is put on WOMAN's finger, stays there for the rest of the show

**House Key**
- Starts in MAN's pocket, is given to WOMAN, and put in her bra

**"INDEPENDENCE DAY SALE" Sign**
- Starts under the table, ends with MAN holding it up for the audience to see

**Basket**
- Starts with WOMAN, is put on table, ends on floor

**Bananas (6)**
- All six start on the table, WOMAN grabs one and throws it to the floor, the rest end up being shoved off the table and stay on the floor

# Rehearsal reports I created for Buyer$ Market

## Buyer$ Market—Rehearsal Report #7

| Start: 5:45 End: 6:30 | Actor's Called: Kyler Rayhill, Niina Stensrud **Absent/Late:** N/A | Date: 4/21/15 **Rehearsal:** #7 **Location:** Green Room **Director:** Brandon Hecker **Stage Manager:** Ally Beil |
|---|---|---|

**Rehearsal Notes:**

—Brandon brought in a large portion of the props

5:45—Brandon and Ally discussed different sound and light cues

6:00—Actors arrived; Brandon showed them different props and costume pieces

6:17—Running through the show, focusing on the strip tease on pages 3-4

6:30—End rehearsal

| Scenery: N/A | Props: N/A | Lights: 1. Brandon will meet with Katie Link to discuss different lighting cues |
|---|---|---|
| Sound: 2. Brandon will meet with Katie Link to discuss different sound cues | Schedule: 1. Our tech time on Saturday was changed from 1:00 to 9:30. Kyler will more than likely be 15-30 minutes late for that due to work. | Costumes: 1. Brandon might make some changed to Niina's costume. |

## Buyer$ Market—Rehearsal Report #6

| Start: 6:05 End: 6:51 | Actor's Called: Niina Stensrud, Kyler Rayhill **Absent/Late:** Kyler Rayhill (arrived at 6:05. His class ran late, notified Ally that he would be late to rehearsal) | Date: 4/9/15 **Rehearsal:** #6 **Location:** Green Room **Director:** Brandon Hecker **Stage Manager:** Ally Beil |
|---|---|---|

**Rehearsal Notes:**

-Kyler said that Saturday, April 25th will work for our tech day and time. He was able to get it off of work.

6:05—Ran through the show, working on "action" moments and verifying blocking

6:45—Talked about the schedule from now until the performance date

6:51—End rehearsal

| Scenery: N/A | Props: 1. Are the baskets for us to store props and costumes in available to us yet? | Lights: N/A |
|---|---|---|
| Sound: N/A | Schedule: 1. Added a rehearsal on April 28th at 6:00-6:30 2. Changed rehearsal time on 4/21 to 6:00-6:30 | Costumes: 1. See Props #1 |

## Buyer$ Market—Tech Rehearsal Report #1

| Start: 10:40 PM End: 11:50 PM | Actor's Called: Kyler Rayhill; Niina Stensrud **Absent/Late:** N/A | Date: 4/25/15 **Rehearsal:** Tech rehearsal #1 **Location:** Green Room/Gaede Stage **Director:** Brandon Hecker **Stage Manager:** Ally Beil |
|---|---|---|

**Rehearsal Notes:**

10:40—Kyler and Niina worked on the strip tease in the green room

10:50—Break

11:00—Ran show with lights and sound for the first time

11:20—Ran through sound cues (worked on timing)

11:35—Ran through light cues (working on timing)

11:50—End rehearsal

| Scenery: N/A | Props: N/A | Lights: N/A |
|---|---|---|
| Sound: N/A | Schedule: 1. Scheduled a line-through rehearsal for 11:00 AM on 4/26/15 2. Scheduled a rehearsal at 8:30 PM on 4/26/15 | Costumes: N/A |

# Pages from my prompt book for Buyer$ Market