

Grove Theatre  
Customer Forum Minutes  
Thursday 5<sup>th</sup> February 2015



**1 Life Staff Present;**

Jo Ditch – General Manager  
Jemma Green – Sales and Marketing Manager  
Ellie Garrett – Theatre Administrator  
Rhea Yeung - Head of operations  
Tom Davies – Head of Food & Beverage  
Ann-Michelle Sinclair – Head of Front of House

**(NB staff comments noted by initials)**

JD introduced new members of Theatre staff. TD new Head of F&B he has been working in Theatre previously as part of the FOH team. He comes to the role with a wealth of experience from the commercial catering world. RY joins as the Head of Operations, she previously worked at another 1Life venue Alban Arena. She again has a lot of experience within the company and the theatre world. Monique Baptiste (not present) has also joined the team as a contract member of staff, she has filled the previously vacant role of Assistant to head of front of house, she again has worked in the theatre previously within the FOH team and is a great addition to the team. JD talked about how nice it is to have a full team again and is excited about watching the team develop the Theatre and its offerings.

Since last forum the Christmas Sparkle event happened. The day went well, lots was learnt to enable the event to grow and develop for future years. It was well received by the community with lots of positive feedback. A lot of money was raised for various charities throughout the day. Sponsors of the event were very happy with how the day went.

Annual 'Panto Robin Hood & the Babes in the Wood' was a big success; it was the highest grossing Panto since the Theatre opened. Cinderella this years panto is now on sale with 16% of income target already achieved.

Films have done well over the last 3 months with a screening last week of the Imitation Game sold out.

Live broadcasts some great titles coming up, a marketing campaign is being worked on to launch them and raise awareness of what a live screening is.

Work is well under way on the new season brochure which will be out soon.

Grove production project Wizard of Oz a lot of work going on to prepare, auditions are next week with the highest number of applicants received for any summer project.

JD explained that she will be going to Contract Support Centre to present a business case for 1Life Academy roll out across a number of key venues.

**Comments:**

A comment was made about the sign by Weatherspoons. JD explained Theatre have no direct control over the sign but it has been noted on the monthly client report.

**JD** – Thanked customers for attending the forum today and their feedback

Date of Next Meeting: **Wednesday 15 April at 1pm**