

Grove Theatre  
Customer Forum Minutes  
20<sup>th</sup> April 2016



**1 Life Staff Present;**

Rhea Yeung – General Manager  
Ellie Garrett - Head of Operations  
Becca Henry – Sales and Marketing Manager  
Hannah Delaney – Sales and Marketing Assistant

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

**RY** –The last customer forum was in January.

Since the last customer forum Jo has left. Other changes in staffing, Rhea is now General Manager, Ellie is now Head of Operations, the role of Theatre Administrator has been filled and will be starting on 9<sup>th</sup> May. Becca has been given the permanent position of Marketing Manager, Hannah is the new Marketing Assistant. We also welcome to the sales and marketing team Matt who is the new Sales and Box Office Assistant. Since the last forum our Head of Front of House has moved onto a new theatre and we are in the process of recruiting for a replacement.

Over the next few months we are going to be carrying out analysis of the current product.

A new initiative that we are hoping to introduce and are currently having meetings about at the moment is introducing arts awards. This will give pupils in the Youth Theatre and Academy a chance to earn UCAS points.

Live screenings are continuing to provide us with some great product; new shows have just been put on sale.

Jimmy Osmond is a highlight of the autumn season; he is now on sale with a lot of interest in tickets.

Following the success of last year's best bar none awards held at the theatre they will be returning again this year. We will be entering as well this year. Last year it was won by The Leisure Centre.

An exciting project that the Education department are working on is a Shakespeare festival. A company will be working with 8 local schools on a reduced version of a Shakespeare play. They will have a 2 month rehearsal period followed by a final performance here at the Grove.

**Comments:**

A question was asked about weeklong shows and if any would be coming up in the near future.

RY explained that it is something we would like but there is not a lot of product out there at the moment.

A question was asked about why certain shows don't come here

RY explained that it is the producers who decide if they want to bring a show to us. Sometimes producers will have an exclusive deal with a group e.g. ATG so would not be allowed to bring to us.

Asked if we have had any update on the proposed new road.

RY said there had not been any update we had been made aware of.

Asked when the vinyl's on the front of the building were being changed.

RY said that the new artwork had just been approved and they would be changing very soon.

There was a lot of praise for the Theatre staff in particular their knowledge of the hearing loop system.

A comment was made about how good the Pam Ayres show was and can we rebook her.

A question was asked about membership, customer believes that the price is very cheap for what you get and had we considered making the gap between gold and platinum bigger.

BH said membership is something we do review as an ongoing project. The price has changed in the last 12 months so would be reluctant to change again so soon.

RY thanked everyone for coming and for all their comments.

Date of Next Meeting: 20<sup>th</sup> July 2016