

Grove Theatre
Customer Forum Minutes
Thursday 27th July 2017



1 Life Staff Present;

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

CBC staff Present;

Hugh Jackson – Central Bedfordshire Council's Leisure contracts monitoring officer

(NB staff comments noted by initials)

RY – Usually like to start the meeting with a tie in to a national day but today we would like to dedicate the meeting to Hugh Jackson so from here on the 27th July is Hugh Jackson day. Hugh is sadly leaving the Council to go to pastures new we would like to thank him for all his help and support.

The last time we all meet was in April just after the 10th anniversary celebrations. The team undertook a team triathlon event to raise money for wheel power they raised a very respectable 1.5K. For future fundraising we are in talks with Councillor Liz Jones about a local charity she has links to.

The supported Interns we have had during the past year have now graduated from their course. The confidence they have gained has been incredible. We have offered them both part time positions within the front of house team.

Since we last meet sadly Matt Vince who worked as our Box Office and Marketing Assistant has moved on. We wish him well in his new career. We have decided to split his role into two separate job roles and we are delighted to announce Katie has just been appointed to the position of box office assistant. Katie has been our box office apprentice since last July and has really impressed, she is currently our top seller on box office.

The front of our building has had been repainted and looks absolutely lovely. Other work that has been undertaken is the function room revamp with a new floor, mirrors on the wall and a repaint. Dressing room 6 has also had a revamp to create additional meeting room or rehearsal space.

Other work that has been ongoing is repairs to the roof we are 99% of the way through the repair schedule we are awaiting a new water pump to be fitted. And then the final part of the repairs can happen.

Problems we were having with the satellite which affected some of our live broadcasts have now been fully rectified.

We have had some exciting shows happen recently. Jack Whitehall who was a very last minute booking sold out almost instantly. He proved very popular with the audience. Hopefully this will be the first of many visits from him. We had Victoria Derbyshire Show broadcast live from the auditorium; we have forged a good relationship with the BBC and hopefully will be able to work with them again in the future.

Mister Maker proved very popular with the children. Our Easter Panto Wizard of Oz proved a real crowd pleaser. We were very saddened to hear the news that Pudsey the Dog had died we have passed on our condolences.

Our panto cast has now been announced and we are getting some great feedback on the quality of stars we have this year.

We are working with other local business again this year for a Christmas event. We will be holding a craft fayre as part of the town wide event. Will be able to give more details at the next customer forum.

The education department and RY are working with ROH on a project involving local schools and getting them arts mark accredited.

Comments:

A question was asked about why films were not showing up in the app. **HD** Marketing will look into this.

Good feedback on the friends on-line booking. Really has made a big difference.

Nice feedback on the film selection.

A comment was made about the toilets flushing. **RY** Hoping that the new water pump should help the water pressure, but will bring it up with Enoch from the council to look at again.

Comment was made about a quiz night that was recently held in the upper foyer. Had a very enjoyable evening. **RY** Thanked for the lovely feedback, explained we try to use the upper foyer as a workable space where possible and it is nice to be able to support local organisations with quiz nights etc.

Lovely feedback on the quality of the play Strictly Murder, shame it was not very well attended. **RY** Dram has always been the hardest genre to sell at Grove Theatre. Was very happy with the standard of play and will be looking to work with that producer again.

A newcomer to the forum has links with hospital radio and is very keen to work together in the future. **HD** Will speak to BH when she is back from annual leave and will see what we can do.

Date of Next Meeting: Tuesday 3rd October 2017 10am