

Grove Theatre
Customer Forum Minutes
Thursday 19th April 2018 – 10am



SLL Staff Present;

Ellie Garrett - Head of Operations
Helen Maile – Theatre Administrator
Joshua May – Sales and Marketing Assistant

(NB staff comments noted by initials)

Message left by RY read out by EG –

Good Morning Everyone, Thank you for coming out in this beautiful weather, apologies that I am not there with you today but I am leaving you in the highly capable hands of EG & HM.

As you know I like to start with a national day celebration and today is national get to know your customers day (couldn't be more fitting) and national high five day. So I am sending you a virtual high five! So much has happened since we saw you in January! Our fabulous new marketing team joined us in Feb/Mar, it gives me great pleasure to introduce you to Samantha Garside our Sales & Marketing Manager (She is out on training today sadly) and Josh May our Sales & Marketing Assistant. They are wonderful additions to the team and have been creating exciting and innovative marketing strategies to help promote the Grove further.

We have some extremely exciting news with a programming, In January we have American Idiot opening with us, which has just come out of the west end and will be opening its regional tour here. This is a fantastic opportunity for us to start redeveloping our relationships with promoters who produce week long shows. For dance lovers we have the incredible Flawless in November which we are incredibly excited about, also the possibility of being able to offer workshops with them to local schools. Panto, we can't talk about panto in April I hear you cry.... Oh yes we can! We are in talks with Evolution about casting and are hoping to be able to share announcements with you shortly.

Our Education programme continues to go from strength to strength and the Grove Academy students produced an incredible performance of Aladdin last month which ended in standing ovations from both audiences. Last month saw us hold auditions for our Grove Production Project, Oliver. There was a huge attendance and the level of talent was outstanding, we have been lucky enough to be able to double cast so we can offer more young people the opportunity to take part in the project than before.

Our Education team are running an exciting project for vulnerable learners to offer them the chance to experience all genres of the arts. Young people can sign up to the scheme, they attend the performance with our facilitators and can spend time after the show talking about the history of its development and current place in society. This is a very new venture and are looking forward to being able to report back on its success.

I look forward to seeing you at the July forum and wish you a wonderful time in the sunshine. As always thank you so much for your continued support, we really couldn't do it without you.

Comments:

Customer suggested different ways of promoting the customer forum to get some people attending – JM discussed putting it on bottom of some e-shots, and possibly creating some more customer forum signage. Customer suggested that people don't realise anyone can come to customer forum – need to make clearer. JM suggested perhaps a social media post 'did you know?'. Customer commented is good that have different times to suit all - should get more come to the later one. Used to have them on Saturday mornings? Is this not possible? EG explained academy bigger now so less space to do so but can look into for the future.

Customer asked what is American idiot? EG- Music of green day. Sold quite well – got quite a cult following big hit with fans of green day.

Customer commented on how far people travel to see things here, dancers and comedian's people come for miles, following them all round the country.

Customer asked who are flawless? EG - Explanation given re Britain's got Talent – want to work with local schools.

Customer asked is everything in the brochure? EG informed most things are – HM explained how sometimes if producers don't send info through in time they won't make the brochure deadlines, but do try to get everyone in.

Customer asked how Easter panto went as couldn't make it? EG - Two almost sold out performances. Went really well, really good reviews online and excellent feedback.

Customer came to the Opera the other night – really well attended, very good! Would like more opera and more ballet please. EG - Vienna ballet next Sunday, just confirming dates with opera house for live screenings. Some brilliant titles in that - Romeo and Juliet ballet is always a popular one so that is coming up too.

Customer stated really enjoy GD1 – EG - by next forum this will have happened, so many people apply this year- most performers ever. Talks of continuing to grow, may go across 3 days. New hirers that are coming on board too that will bring dance schools here more.

Customer asked what is for teenage age? EG/HM told of how comedians coming again and again – Chris Ramsey now has 2 dates booked. Customer asked re Cookery shows? EG - Sadly not available to smaller venues often. Barnstormers coming back as well appeals to younger groups – customer was pleased about this. EG also told of lots of old favourites returning like chubby brown, Jethro.

Customer asked if Ellen Kent is coming back? EG - Focusing more on this time of year so not in the winter but she usually books in for this time each year.

Customer commented that have lots of tribute bands again. EG - Little mix does really well, Roy Orbison back again. JM discussed how some new ones coming into the mix which is nice – Walk right back etc. Nice to tell a story – i.e. The Madonna story. EG told of how some old shows are returning also like Beep bop a Lula is one we haven't had for a while.

Customer asked if people suggest shows? EG - sometimes, more for films i.e. finding your feet was a brilliant suggestion. Customer agreed there have been some good films lately – EG discussed strong sellers, greatest showman – extra sing a long version in May – 18th. Customer also stated like the live and encore screenings! EG informed of trying to chase for a date for everyone's talking about Jamie, there is a live broadcast so we are looking into it.

Customer came to see menopause the musical – really good and very funny. Sold really well and Champions of magic was amazing!

Customer commented on a few items - Too cold in auditorium sometimes other times too hot. Hates customers walking in and out all the time but know there is nothing can be done about this and lastly Hand Dryers in the toilets are very slow.

Customer did comment on how the toilets are better at flushing now.

Customer commented that Grove Theatre do very well with variety in programming– something for everyone and very pleased with upcoming shows.

Customer wanted to make it known that Sunday night computers were very slow – took about 15 minutes to process tickets, wasn't sure if there was a problem.

Customer also commented on how difficult it is to get a drink at the Bar – Magic and Menopause the circle bar wasn't open. JM did inform customer that TD is trying to make this open a lot more, EG explained re changing beer supplier – one of things we are investigating to see if we can get beer on tap in the circle bar – can't at the moment as cellar too far away. Downstairs bar is difficult with bottlenecks etc. so know this can be a problem, hopefully opening circle bar will make this better.

EG thanked customers for coming and for their comments and continued support of the theatre.

Date of Next Meeting: Wednesday 18th July 2018 at 6pm