

Grove Theatre
Customer Forum Minutes
Tuesday 21st October 2015



1 Life Staff Present;

Jo Ditch – General Manager
Rhea Yeung - Head of operations
Ellie Garrett – Theatre Administrator
Jemma Green – Sales and Marketing Manager

(NB staff comments noted by initials)

JD – Welcomed everyone to the customer forum and opened the floor up to any questions.

Comments:

A question was asked about why Grove Theatre does not advertise in the Library as Leighton Buzzard Theatre does.

JD Explained that Leighton Buzzard Theatre is run by the Library service and so naturally they would want to advertise their own products.

Comments were made on how nice the Cinderella advert looking on the outside of the building. It was expressed would be nice if something more permanent could be there to make Theatre more visible from further away.

JD Said she was very happy with the vinyl, the question as to weather have something more permanent comes down to cost. **JD** explained a new sign would be going down by Weatherspoons but would not have than until next year at the earliest.

Some concerns were brought up with feeling unsafe in Park at night especially with lights out.

JD has already registered this concern with council.

A lot of positive comments on live screening season and how much they enjoyed coming to these performances.

A comment about if there is any way Grove can make wording clearer for live and encore screenings. A question was also asked as to if encore screenings could be made cheaper.

JD will look into this

Some comments about brochure. It was expressed would be nice to have seating plan. In brochure. Transport page maybe should be updated to included buslink. **JD** explained pay cost per pages and to add seating plan in would need to add an extra 4 pages. **JD** to look into getting an insert for next brochure if no spare pages. Marketing to look at updating transport page.

A question was asked about how we decide which newspapers to advertise in.

JD Explained producer puts cost in if no money is available can't advertise.

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

Date of Next Meeting 14th January 2016 11.00

