



York College of Pennsylvania
Box Office
Policies and Procedures

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York College of Pennsylvania Box Office Statement

York College of Pennsylvania hosts numerous musical, theatrical, artistic events and athletic contests on campus and it is a benefit to the York College community by having a box office that sells tickets to many of the activities and events the school hosts. Ticket sales from various events around campus are an important source of revenue for the different programs we have to offer here at York College. The fee for tickets is necessary to generate funds for the programs operation. In order to insure proper management of ticketing operations, we have implemented numerous policies and procedures for our on campus box office. York College of Pennsylvania Box Office provides all ticketing services for all programs and activities held on campus that requires a ticket for admission.

YCP Box Office Location

Outside of the Iosue Student Union Building

Phone #

(717) 815-3452

Event Information

- <http://www.ycp.edu/news-and-events/>
- or
- <http://www.ycp.edu/ycpboxoffice/>



Hours of Operation

Non-Event/Game Days

Monday – Saturday: 9 a.m. – 5 p.m.

Sunday: 10 a.m. – 3 p.m.

Event/Game Days

Monday – Saturday: 9 a.m. – 8 p.m.

Sunday: 9 a.m. – 5 p.m.

Ticket Sales

Tickets to many musical, theatrical, artistic, and athletic events are available through the York College Box Office located outside of the Iosue Student Union Building on main campus. The York College of Pennsylvania Box Office offers numerous ways in which tickets can be purchased.

Tickets for events can be purchased:

- In person at the YCP Box Office
- By calling (717) 815- 3452
- Online at www.ycp.edu/ycpboxoffice
- By fax at (717) 815-2638
- By mailing your order to :

York College of Pennsylvania

YCP Box Office

443 Country Club Road, York, PA 17403



All tickets must be paid in full amount at the time of purchase. Payment methods excepted include:

- Cash
- Check
- Money Order
- Credit Cards (Visa, Discover, MasterCard)

If any check is returned for insufficient funds there will be a service fee of \$20.00. No tickets will be distributed without payment and no tickets will be allowed to be sold by any other party except the YCP Box Office.

By purchasing a ticket, the customer will assume all of the risks associated by attending events whether occurring before, during or after the event. This alleviates the liability of York College of Pennsylvania and the opposing team if involved.

A ticket that is lost, stolen or destroyed will neither be honored nor replaced, no exceptions. Tickets may not be used for advertising and promotions without the express written consent of the York College of Pennsylvania.

The sale or exchange of a student-athlete's complimentary admissions for any item of value is a violation of NCAA regulations and places the student-athlete's eligibility for intercollegiate athletics in jeopardy.

In the event that a game or activity is cancelled or postponed, and rescheduled to another date, the ticket owner will be able to redeem the ticket for the rescheduled game only.

If there is a change of address, it is the owner's responsibility to notify York College of Pennsylvania Box Office. Address changes can be made via phone, fax, e-mail or by mailing in the new address. York College of Pennsylvania will not be responsible for mail not received or returned due to an incorrect address.

All ticket sales are **FINAL**. Please choose carefully when making your ticket selections because there are **NO REFUNDS OR EXCHANGES**.



Ticket Prices

Ticket prices can vary depending on the event or activity planned. These prices are what I feel is reasonable for some events on campus. York College of PA has been expanding more and more since my freshman year and these processes could very well happen in the near future.

- General Admission (Anyone out of college and under 60 years of age.)
 - \$5.00
- Senior (Anyone over 60. Do not ask for proof and do not assume.)
 - \$3.00
- Children
 - *Free for kids 12 and under*
- Student (A student of any kind, with proof of student ID)
 - *Free with form of college ID*
 - No student ID: \$3.00
- Retired Faculty/Alumni
 - \$2.00

Ticket Distribution Procedure

If tickets are bought in person, the ticket will be printed and handed to the customer right on the spot after purchase.

Tickets that are purchased through our online website can be acquired a few different ways. The first option is the electronic download feature, where the customer is sent the ticket via email and is charged an extra \$2.00 in conjunction with the ticket price. The second way to receive tickets is through regular mail. This normally takes 2-3 business days but there will be no additional charge added to the ticket price. The third and last option is to pick them up at our will call window either on game day or during the hours of operation. In order to collect tickets you will need to have a valid form of identification.

If tickets are purchased over the phone, there are two options available for the customer to obtain their tickets. The first way is for the tickets to be mailed out again which takes 2-3 business days. The second option is to leave the tickets at will call, and



pick them up during hours of operation or game day itself, but again you will need valid identification to pick them up.

Complimentary Ticket Procedures

A student-athlete may receive a maximum of four complimentary tickets for each regular season contest.

Students that are considered full time and have paid their tuition will have the opportunity to attend all home York College Spartan athletic contests for free with a valid York College student ID. Students may also receive free admittance with their ID to many, but not all, musical, artistic, and theatrical events.

Special Needs

The venues at York College of Pennsylvania are in compliance with the Americans with Disabilities Act (ADA). For disability accommodations and services, contact York College of PA Campus Safety at (717) 815-1314 at least one week prior to the event.

Prohibited Devices

There are some items that are prohibited at events and activities on campus. Cameras and other recording devices are not permitted in the auditorium or theatres during musical and theater performances. Pagers and cell phones must be switched to silent mode or turned off. Air horns, megaphones and other loud noise makers are also prohibited at athletic events and liberal arts performances.



Lost & Found

Any items found at the various venues will be turned in to York College Campus Safety who can be reached at (717) 815-1314. The items could also be in the Grumbacher Sport and Fitness Center lost and found which can be reached at (717) 815-6600.

Will Call

Tickets ordered by telephone, mail or fax will be held at the York College Box Office and can be picked up during box office hours. Otherwise, tickets will be held at the box office will call for pickup on the day/evening of the event. Please bring a proper form of identification for verification.

If a ticket is left for you by a student athlete, you must provide a valid form of identification to receive the ticket(s). Scalping tickets is prohibited by the NCAA and will be met with severe consequences.

Venues

- ❖ **Collegiate Performing Arts Center**
 - York Collegiate Theatre (705-seat capacity)
 - Perko Playpen Theatre (125-seat black box type)
- ❖ **Graham Field**
(Men's and Women's Soccer)
- ❖ **Kinsley Field**
(Men's and Women's Lacrosse, Field Hockey)
- ❖ **Spartan Stadium** (Softball)
- ❖ **Jacquet Stadium** (Baseball)
- ❖ **Evelyn and Earle Wolf Hall**
 - York College Art Galleries
 - DeMeester Recital Hall
- ❖ **York College Tennis Courts**
(Men's and Women's Tennis)
- ❖ **Grumbacher Sport and Fitness Center**
 - Charles Wolf Gymnasium (Men's and Women's Basketball, Volleyball, Wrestling)
 - M&T Bank Field House
 - Natatorium (Swimming and Diving)



There are twelve different venues at York College that could host various musical, theater, art, and athletic events. Not all events on campus require a ticket to attend. The venues on main campus include the Collegiate Performing Arts Center, Spartan Stadium, Evelyn and Earle Wolf Hall, York College of PA tennis courts, and Jacquet Stadium. Venues such as the Grumbacher Sport and Fitness Center, Graham Field, and Kinsley Field are located on west campus.

Box Office Procedures and Operations

Day to Day / Event Operations

- **Opening the YCP Box Office**
 - Show up at least 15 minutes before the box office opens to the public
 - Get the key to the box office and the starting cash for the registers
 - Know the amount of cash in each register to keep financial records organized
 - Check the answering machine for messages.
 - Write down the name of the person, what night they want tickets, how many tickets, what kind of tickets and their phone number.
 - Put all of this information in the computer system and in the column on the call-in sheet
 - Before messages are erased, listen to them again to make sure the information you took down initially is correct.
 - Fill the orders you have and keep track of the amount of tickets you sell.
 - When it turns 9 a.m. open the window to the public.
- **Phone etiquette in the box office**
 - When answering, pick up the receiver and say in a pleasant tone: “York College of Pennsylvania Box Office, this is (your name). How may I help you today?”
 - Assist the caller and find out the needs of the customer
 - Information required on sales call-in sheet:
 - Name



- What game? And how many tickets would you like?"
- Type of Ticket
- Method of payment
- Pick-up / Delivery
- Give Facts about hours of operation and delivery rates
- Read back the order to the person, making sure all the information is correct.
- Thank the customer and wish them a good day.
- Fill out the order

- **Selling Tickets: Teller**

- When someone comes up to the window, greet them and ask if you can help them.
- Show them a seating chart for the particular venue for their event of choice.
- Ask how many tickets that are looking for and make some suggestions
- When they select the tickets ask if they would like to pay for them now or reserve them for later.
- Mark it off the seating chart if applicable.
- Mark the type of ticket sold.
- Mark checks with "For Deposit Only."
- Tear the ticket and keep the small stub and hand the rest of the ticket and the change to the customer.
- Ask the customer if you can assist them with anything else and thank them.

- **Closing the YCP Box Office**

- The box office closes at 5:00 p.m. on non-event/game days or 8:00 p.m. on event/game days from Monday – Saturday
- On Sundays, the box office closes at 3:00 p.m. on non-event/game days and at 5:00 p.m. on event/game days
- Fill out a daily report sheet.



- Gather the stubs for that day.
- Separate the stubs into categories by what type of ticket was purchased.
- Count the stubs and write the numbers for each type of ticket on the daily report.
- Calculate total for each category of tickets and all of the columns for total sales
- Count all of the cash in the drawer and record numbers
- Make sure all of the checks have been verified with an YCP stamp.
- Gather final totals, put money, checks, and materials away.
- Clean up the box office and turn out the lights and check the answering machine to make sure it is on. Lock the doors and give money and materials to the box office manager.

Dress Code

Non-Event/Game Days

- Khakis/slacks
- Khaki Socks
- Belt
- Polo shirt or button collared shirt/ blouses for women
- Casual dress shoes or sneakers
(No open toes)

Event/Game Days

- Dress Pants
- Dark Socks/ (matching socks)
- Belt
- York College Box Office Polo
- Dress Shoes (No open toes)

All employees in the York College of PA Box Office will keep themselves well groomed and look presentable when working. If employees do not follow these professional standards set, then they will be asked to leave and will be contacted.



Staffing and General Information

31 Employees Total

Box Office Manager (2):

Duties are to oversee ticket prices, sales, orders, preparations, scheduling and the box office staff. The manager must ensure that all tickets and orders are delivered to the box office before an event.

Box office managers should maintain the financial records of ticket sales, deposits, and processes. They are responsible for supervising and delegating tasks to employees of the box office, ticket collectors, and other members on the workforce. Managers must be in contact with event promoters, and the staff of the box office to assure the box office makes the event run smoothly and all parties are happy.

Box office managers are also responsible for handling any issues or complaints from existing customer.

Box Office Assistant Manager (3):

The duties of the assistant manager are to assist the manager in various duties that they must fulfill in order to run a successful box office. These duties include things such as:

- Receiving and verifying ticket orders
- Fill ticket orders
- Maintains financial records of sales
- Maintain mailing lists of ticket customers
- Enter data into records system

Tellers (12):

The duty of tellers is too greet customers at the box office window and sell tickets to a particular event or activity. The teller must print the tickets out and hand them to the customer and collect the revenues from the ticket sale. Teller's drawers will be checked and maintained to ensure ethical behavior in the work environment.



Sales Force (14):

- **Inside Sales**
 - 7 employees to sell to customers on telephone and answer calls
- **Outside Sales**
 - 7 employees going out locally to sell tickets

Equipment Needed

- 14 Computers
- 10 Phones (headsets)
- 1 Konica Minolta bizhub ticket printing machine
- 6 Flagship credit card machines
- 6 intercom systems at ticket windows
- Built in marble desk top in the box office
- 10 Bestchair High Back Black Computer Desk Leather Ergonomic Office Executive Chairs
- A partnership with Vendini, Box Office Magic!
 - Vendini's TicketAgent® box office software is a complete point-of-sale system that enables your staff to sell tickets to your events, monitor sales activity, and produce detailed reports. It is a web-based system so it does not require a complex network configuration or onsite server which is very convenient.
- 6 Scanners for student identification cards
- 2 HP Fax 640 Monochrome Ink-jet - Fax / copier

The items listed above are important necessities that are needed when managing and running a box office. With the new ticketing software today, there is just so much information you can collect and analyze. This could be vital information when trying to sell York College events and athletics to people throughout the York area and even alumni.

