

**Subject: RE: Box Office Ticket Services at Centennial Theatre**

**Date:** Fri, 5 Sep 2003 15:09:43 -0700

**From:** "Ernie Crist" <ernie\_crist@dnv.org>

**To:** "Heather Fleming" <flemingh@northvanrec.com>, "Mayor and Council - DNV" <Council@dnv.org>, "Senior Management Committee" <managecomm@dnv.org>, <cagebc@yahoo.com>

**CC:** "Nathalie Valdes" <Nathalie\_Valdes@dnv.org>, "Audrey Diamond" <DiamondA@northvanrec.com>, "Margo Gram" <GramM@northvanrec.com>, "Senior Management Committee" <managecomm@dnv.org>, "FONVCA (E-mail)" <fonvca@fonvca.org>, <cagebc@yahoo.com>

Dear Ms Fleming:

I thank you for your prompt response to my concerns. I also appreciate your efforts to improve customer service. I also appreciate that however good a system, sometimes glitches do occur.

I trust we will see you at the concert.

Thank you again,

Ernie Crist

> -----Original Message-----

> From: Heather Fleming

> Sent: Friday, September 05, 2003 1:09 PM

> To: Ernie Crist; Mayor and Council - DNV; Senior Management Committee; 'cagebc@yahoo.com'

> Cc: Nathalie Valdes; Audrey Diamond; Margo Gram

> Subject: Box Office Ticket Services at Centennial Theatre

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> Please find below a response from Margo Gram, Centennial Theatre Coordinator. We value excellence in customer service and appreciate community feedback.

>

> Heather Fleming

> Director of Recreation

> 600 Queens Road, North Vancouver, V7N 2L3

> Phone: 604 983 6309 Fax: 604 984 4294

> Email: flemingh@northvanrec.com Web: www.northvanrec.com

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> Dear Councillor Crist,

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> I sincerely apologize for the inconvenience that you and several other people experienced with our Box Office on Saturday, Aug 30 when you attempted to purchase tickets for "Song of Austria".

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> Our regular Box Office hours are Monday - Saturday, noon - 4pm however, our summer hours are reduced to Monday - Friday, noon - 4pm. Our Box Office staff used the incorrect message on Aug 30, which was misleading to people trying to contact us. There is a recorded message on the Box Office telephone line. Although callers can leave messages, our message last week did not explain that. We have since corrected our message. Now when customers call the Box Office outside of regular hours at 604-984-4484 the new message invites callers to leave a message.

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> We have apologized to Trudy Duller, who is organizing this performance and to any others we are aware of who were inconvenienced by our mistake.

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> I thank you for bringing it to my attention on Saturday. At the time, you and I agreed that we would open the Box Office on Monday, Sept 1 for regular hours. On Monday, we sold \$675 worth of tickets, all for "Songs of Austria". Over the past couple of weeks, I have also been taking telephone ticket orders outside of box office hours to assist patrons for this show.


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> Tickets for "Songs of Austria" have been selling quickly and I expect we will have close to a sold out performance. I hope you and your wife enjoy the show.

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> *If I can provide any additional information, please contact me at 604-983-6455.*  
>  
> *Sincerely,*  
>  
> *Margo Gram*  
>  
> *Margo Gram*  
> *Cultural Services Coordinator*  
> *Centennial Theatre*  
> *www.centennialtheatre.com* <<http://www.centennialtheatre.com>>

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