

Day 8 - Morning

Your questions

Employee Management

- Defining and setting Employee Security Levels
- Defining and setting Employee Access Restrictions
- Defining and setting Employee Function Restrictions
- Subscribe to Arts Management's RSS Feed via Employee Preferences

Ticket Faces

Any customizations to the ticket faces will be done by the Trainer. The time spent in this section is normally done independently to allow the Trainer to concentrate on completing the changes as quickly as possible.

- Finalize Customization of Event Ticket Faces
- Finalize Customization of Credit Card Receipts
- Finalize Customization of Gift Certificate Tickets

Batch Ticket Printing

- Printing Tickets for mailing
- Printing Tickets the night of the event
- Printing Tickets for web sales

Support for Theatre Manager

- Use Theatre Manager's online help site to first search for your answer
- Subscribe to Arts Management's RSS Feed
- Contacting Arts Management for Technical Support
- Discussion about the difference of Support versus Training
- Process for checking for new updates to Theatre Manager
- Process for installing Theatre Manager on a New Workstation
- Updating Theatre Manager on Existing Workstations (Push Out versus Walk Around)

Day 8

Bringing New Staff Members Onboard

- Existing users should be crossing training new users
- Departing employees should be cross training new employees
- Use Theatre Manager's screen casts from our online help site to train on each section
- Use Theatre Manager's online help site to first search for your answer
- Subscribe to Arts Management's RSS Feed
- Create a Training Database and let the new staff member learn without effecting "live" data
- Optional onsite follow up training
- Optional telephone training

Day 8 – Afternoon

Review of Outstanding Tasks

- Review of what has been completed to date
- Review of the next steps within the process before able to go live with Theatre Manager
- Assigning of responsibility for each of the tasks to get completed
- Determine estimated time for completion for outstanding tasks

Meeting with Executive Director - Review of Onsite Training

- On how training went
- Outstanding tasks that need to be completed
- Missed topics that were part of the base curriculum and reasons why they were missed
- Possible options (future onsite training session, telephone training sessions) to catch up on any missed topics

Open Floor Questions/Review of Prior Topics

- Venue Maps
- Event Management
- Patron Management
- Ticket Sales
- Gift Certificates, Memberships, and Passes
- Donation Management
- End-Of-Day Procedures
- Online Credit Card Payment Server
- Word Processing
- Form Letter Merging
- Mail Lists
- Printing Mail Labels

Day 8

- Reports
- Exporting Patron Names & Addresses for External Use
- Web Sales Management
- Employee Management
- Available time for revisiting a missed session
- Available time for a new session that is not part of the Core Training Curriculum

Onsite Trainer Departs

All the best to all who participated during this training process! The optimum training process and experience is directly related to the effort that each one of the participants put into it on a daily basis.

Day 8 – Homework

Box Office

- Staff to continue entering missed sales since start of data conversion 'cut off' and entering in all new ticket sales

Development

- Staff to continue entering missed donations since start of data conversion 'cut off' and entering in all new donations received

Web Developer

- Complete any requested customized web sales page changes required

All Staff

- Continue to work on all outstanding tasks that were not completed during training.