

BOX OFFICE CALLER LOG ASSESSMENT – JANUARY-MARCH 2023

Date Of Assessment	Time Customer Arrived	Time Customer Was Seen	Time Taken To Be Seen	Reason For Delay
09/01/2023	09.53	09.53	Immediate	
	10.23	10.23	Immediate	
	10.25	10.25	Immediate	
	10.27	10.27	Immediate	
	10.31	10.36	5 mins	On call
	10.59	10.59	Immediate	
	11.34	11.36	2 mins	On call
	11.46	11.46	Immediate	
	12.00	12.01	1 min	
	12.02	12.03	1 min	
	12.02	12.06	4 mins	Queue at desk
	12.32	12.35	3 mins	On call
	13.10	13.10	Immediate	
	13.35	13.35	Immediate	
	14.34	14.34	Immediate	
	15.45	15.45	Immediate	
	16.03	16.07	4 mins	On call
15/03/2023	09:34	09:35	1 min	
	09:45	09.48	3 mins	On call
	10:20	10:25	5 mins	Assisting with room set-up
	10:30	10:30	Immediate	
	11.39	11.44	5 mins	On call
	11:56	11:56	Immediate	
	12:12	12:12	Immediate	
	12:31	12:31	Immediate	
	12:42	12:44	2 mins	
	13:15	13:18	3 mins	

	13:45	13:50	5 mins	Queue At Desk
	15:48	15:49	1 min	
	16:09	16:09	Immediate	
	16:16	16:16	Immediate	
Monitored on a bi-monthly basis				
Relating only to customers calling at the Box Office in person				
100% dealt with within the target time of 5 minutes [target 90%]				