

BOX OFFICE CALLER LOG ASSESSMENT – MARCH-MAY 2025

Date Of Assessment	Time Customer Arrived	Time Customer Was Seen	Time Taken To Be Seen	Reason For Delay
10/03/2025	09.42	09.42	Immediate	
	10.23	10.23	Immediate	
	10.25	10.25	Immediate	
	10.27	10.27	Immediate	
	10.31	10.36	5 mins	On call
	11.00	11.00	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	
	15.32	15.32	Immediate	
	16.03	16.07	4 mins	On call
12/05/2025	09:37	09:38	1 min	
	09:48	09.51	3 mins	On call
	10:15	10:20	5 mins	Assisting with room set-up
	10:30	10:30	Immediate	
	11.39	11.44	5 mins	On call
	11:44	11:44	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%]				