| **BOX OFFICE CALLER LOG ASSESSMENT – MARCH-MAY 2026** | | | | |
|---|---|---|---|---|
| Date Of Assessment | Time Customer Arrived | Time Customer Was Seen | Time Taken To Be Seen | Reason For Delay |
| 9/03/2026 | 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 |
| 16/04/2026 | 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 | |
| 20/05/2026 | 10:10 | 10:10 | Immediate | |
| | 10:30 | 10:30 | Immediate | |
| | 11:05 | 11:06 | 1 min | |
| | 11:46 | 11:46 | Immediate | |
| | 12:14 | 12:14 | Immediate | |
| **Monitored on a 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%]** | | | | |