

**Ticketlord.com**



**AGENT NAME:**

\_\_\_\_\_

**TESTER:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

(✓) Mark off each step upon agents completion

**PROCEDURE:**

**Correct Greeting:**

Thank you for calling Ticketlord. This is [Agent Name]. How may I help you?

Agent verifies which venue/county the patron is looking for.

Agent describes event and genre if asked.

**All information is obtained:**

Event Name,

Event Time/Date,

How many tickets and what type: Adult/Child/Group etc.

Patron Full Name,

Billing/Delivery Address,

Contact Number,

Email Address

Card Type, Card Number & Expiry, Signature Code,

(Seating if applies)

Delivery Method

All details are read/spelt back to patron including cost and is informed tickets are non-refundable before finalising booking.

Patron is supplied with reference number and asked to record.

Depending on delivery method patron is reminded to print tickets or bring credit card to box office.

**Correct Closing:** Thank you for calling Ticketlord. If you any further queries we'll be glad to help

**KNOWLEDGE:****Do you have a retail outlet in my area?**

**(Leinster:** *Dun Laoghaire, Bray, Naas, Tullamore, Athlone Ratoath.*

**Connaught:** *Shop St. Edlington St. Courthouse Sq. O Connell St.*

*Carrick on Shannon, Tuam, Castlebar, Ballina.*

**Munster:** *Tralee, Patrick St. North Main St. Carrigaline, Ballybunnion, The Glen, Killarney, Nenagh, Michael St.*

**Ulster:** *Derry City, Letterkenny.)*

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**Can you explain the Delivery Methods?**

*(Box Office collection: present credit card at the venue*

*By Post: We print the tickets and post them*

*By email: You print your tickets from the internet)*

\_\_\_\_\_

**What if I don't receive my tickets?**

*(Call us in advance and we can reissue them. For last minute situations we can arrange a collection at the venue on the day.)*

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**Is Ticketlord related to Ticketmaster?**

*(No, we are two separate entities with no business relationship.)*

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**What past events have you handled?**

*(Bray Wanderers, The Toys 4 Big Boys Exhibition, The World Fleadh and Empire Entertainments)*

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**SALES ABILITY:**

1. Agent recommends the event or suggests it sounds very entertaining.
2. Agent offers to save the client the hassle of booking online themselves.
3. Agent actually asks: Shall I book these now?

**Additional Comments:**

Signed by Tester: \_\_\_\_\_ Date: \_\_\_\_\_

