

## *WILL CALL QUIZ*

- **What time does Will Call open to the public?**  
Answer: ½ hour before the show doors open
- **Does that mean customers can pick up their tickets then?**  
Answer: Yes
- **Where is Will Call located at Lumen Field/Event Center?**  
Answer: At the West entrance to the Show (on Occidental Ave) next to Box Office windows.  
The inside door to Will Call is located just north of the West entrance, knock hard ... sound-proof door.
- **How are the envelopes filed?**  
Answer: Alphabetically by customer's Last Name
- **Is it hard to read people's handwriting?**  
Answer: Yes, sometimes, so please write as clearly as possible.
- **What if the Last Name is misspelled?**  
Answer: Envelope is filed under the misspelled name which makes it difficult to find and can lead to customer frustration.
- **Can tickets fall out of the envelopes?**  
Answer: Yes, please seal envelopes with either tape or water.
- **When should I get envelopes to Will Call?**  
Answer: As early as possible, Will Call keeps envelopes throughout the whole show. The Show office also collects Will Call envelopes but during show hours it's best to bring them directly to Will Call.
- **Is Will Call run by robots?**  
Answer: No, it is run by humans that try very hard to read people's handwriting, file alphabetically, problem solve, look up possible misspellings and match the exhibitors Will Call envelopes with the customers! (-;
- **Is there a Will Call at Bell Harbor Marina location?**  
Answer: Yes, primarily for exhibitors at the Bell Harbor location.
- **What if my customer goes to the "other" Will Call?**  
Answer: Having two Will Call locations, the Will Call staff calls between the two locations to find the tickets and get the customers into the Show.