

Inside the Box: How The Phoenix Theatre Company Serves You Better

By Shelina Elyse



With 2025/2026 subscription renewals quickly approaching, some of the busiest folks preparing for a seamless rollout are our Patron Services Team and Patron Concierge Managers! The Phoenix Theatre Company strives to provide an exceptional experience through a unique program of enhanced support for your journey with us.

Meet Your Frontline Experts

Our Patron Services Associates are the front lines of our Box Office! They're knowledgeable about everything from our productions to the specialty show drinks. Savannah Mizell, Patron Services Manager, shared "what makes our Box Office the best for our patrons is that we are willing to go above and beyond to deliver high quality and personable customer service and help our patrons to the best of our ability." Whether you need help navigating the website, finding the best ticket options, or with a recommendation for the best dish at the ArtBar+Bistro, they're here to help!

A Concierge for Your First Year

When you become a first-year season subscriber, Jenny Weintraub will be assigned your Patron Concierge Manager. She'll teach you the benefits of your subscription while helping you engage with productions and other events. Jenny says, "subscriptions are more than just tickets here. The best part of working with our new subs is making sure that they know that from the very beginning, so they can have the best experiences possible!" After your first year, you'll graduate knowing tips and tricks to make the most of what we offer.

Dedicated Subscriber Support

The Subscriber Service Team is the primary contact for anyone with an active season subscription for two or more seasons – their specialty! Debuting with the 2024/2025 season, the team quickly improved communication channels for our subscribers with their own service line and email inbox. Savannah is happy to report “our subscribers are impressed with the personalized customer service that we provide them with and how we are willing to assist them as quickly and efficiently as possible.” We’re thrilled with subscribers’ overwhelmingly positive feedback!

Enhancing the Patron Experience Beyond the Stage

For anyone interested in contributing to the theatre at one of our donor levels, you’ll connect with a dedicated Patron Concierge Manager as one of your many benefits. They provide one on one support and cultivate relationships beyond the tickets. Our theatre depends on the continued support of our donors to provide year-round programming to the community. Hospital visits from Partners That Heal, Summer Camp scholarships, and Community Nights are direct results of donations. Our Patron Concierge Managers bridge the gap between enjoying a show and investing in our theatre.

Our approach to service evolves with the growth and needs of our patron base. The Phoenix Theatre Company patrons are the best in the valley, and we’re proud to serve you every step of the way. We can’t wait to share the Dr. Stacie J. and Richard J Stephenson Theatre with you!

How to Stay Connected

Find more information about subscriptions [here](#) on our website. If you’re interested in becoming a subscriber, please email Jenny Weintraub at J.Weintraub@phoenixtheatre.com.

You can donate to our programs or Capital Campaign [here](#) throughout the year.

Find more information about our organization and donor benefits [here](#) on our website.

Please contact Marisa Butler, Director of Development at m.butler@phoenixtheatre.com or call 602–889–5288 with any questions about giving.