

Work Experience Log Record Sheet:

Placement 1:

Organisation	Derby County Football Club
Department	Ticketing
Date/s of placement activities	19 th November 2024
Line Manager (Name)	Spyros Chrysikopoulos
Line Manager (Number)	
Line Manager (Email)	
Number of hours	5

Summary of activities completed during this placement/work experience	<p>During my placement at Derby County Football Club, I learned that the pricing for each game is determined by several factors, which I observed through my involvement with the ticketing team.</p> <p>Opposition: The team's opponent plays a big role in setting ticket prices. For high-profile matches, such as against rival teams or top-tier clubs, ticket prices are usually higher due to the increased demand and excitement surrounding these games.</p> <p>Seating and Stand Locations: The price also varies based on where a fan sits in the stadium. Seats in premium locations, such as those in the executive or lower tier stands, are priced higher than those further from the pitch or in the upper stands.</p>
Key individual personal achievements during the placement/work experience	<p>I became more proficient in using the ticketing system and other digital tools. This included processing sales, updating ticket availability, and troubleshooting minor technical problems, which helped me become more comfortable with the administrative side of the sports business.</p>

What did I learn or gain from these activities?	
<p>I gained practical experience in problem-solving when dealing with ticketing issues like seating discrepancies or payment issues. By learning how to approach and resolve these challenges quickly and calmly, I improved my ability to think critically and find solutions under time constraints, which is important for managing operations in a fast-paced environment.</p>	<p>Through working with the ticketing system, I gained a better understanding of how digital platforms are used to manage sales, issue tickets, and update information. I learned how to navigate and use these systems efficiently, which is a valuable technical skill in the sports industry, especially for roles related to operations, marketing, or event management.</p>