

## GUIDELINES FOR FRONT OF HOUSE MANAGERS – March 2019

**IMPORTANT: there are two people in charge of the theatre during a performance – the Stage Manager for all things backstage and the FOH Manager for all this front-of-house – please do not take this responsibility lightly**

- Arrive at 6.15pm for a 7.30 start
- Switch on interior lights at the bank of switches behind the bar.
- Put out car park cones
- Unlock/unbolt all exits and check no obstacles in the way – Five doors
- (keys to front door and main car park door kept behind the bar)
- Switch on emergency exit signs (switch is to the rear of stage right)
- Depending on time of year, switch on outside flood lights (switches in paint store)
- Turn on the TV in the foyer using the remote control found in the Box Office
- Decide whether Balcony door should be opened and staffed (if not, rope off the staircase)

**Get all stewards together** and use fire safety sheet to brief them

THERE MUST ALWAYS BE A MINIMUM OF THREE STEWARDS IN THE AUDITORIUM DURING THE SHOW, TWO AT THE FRONT AND ONE AT THE REAR

- Ensure all stewards have a working torch
- Give all stewards badges/lanyards – this is a legal requirement
- Allocate stewards to each exit door (with relevant seat tickets)
- Check number of coffee bar volunteers – if necessary, assign a FOH volunteer to man the coffee bar during the interval.
- **Tell them about evacuate procedure. When they hear announcement ‘Mr Green is in the House’ or When FOH manager/Stage manager/Technical manager comes in and announces evacuation. All stewards to open their auditorium door and outside exit door. Tell audience to leave in a quiet and orderly manner.**
- FOH manager to wear fluorescent jacket to be point of contact for emergency services

Tell all stewards to check dates and performance time on the tickets as they collect them.

- In the unlikely event of double booking of seats tell stewards to contact FOH manager who will try to find alternative seats and, if necessary, offer free drinks to those who have had to move. Collect tickets from both sets of customers for future interrogation of the system (double booking is impossible in normal circumstances)
- Allocate two stewards to sell ice creams in the interval, other stewards to be allocated to specific fire doors
- Give stewards programmes and programme money bags (from box office)
- Tell all stewards to give out flyers for the next production at the end of the show.
- Give stewards their tickets

Early in the evening ascertain with Al Dunn or his deputy who is locking up at the end of that evening. If no one can be found please phone Jon Manley, Chairman (07815 323982)

- Collect House Managers keys from Box Office

- Meet with stage manager and test radio contact.
- Assistance to be given, when necessary, to the Box Office in handing out reserved tickets
- When informed by Stage Manager get stewards to open auditorium doors (usually about 7pm)
- After last call for the start of show ensure all of the audience have gone in and then collect unsold programmes, money bags and ticket stubs from all stewards.
- Inform Stage Manager that they may start the show.

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### **PRIOR TO AND DURING THE INTERVAL**

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- Ten minutes before the interval set up the Ice Cream freezer with the cash float from the Coffee Bar Foyer (key in coffee bar till).
- Ensure any lone coffee bar volunteer is helped by a FOH volunteer.
- After last call for the interval ensure all of the audience have gone in and make sure all doors are closed
- Inform Stage Manager that they may start the show.

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### **DURING THE SHOW**

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- All fire doors (Bar, Coffee bar, and front lobby) should be closed during a performance. (These doors can be open during the intervals).
- Give programme money bags to Box Office for counting of money
- Count ticket stubs (put stubs into container in FOHM cupboard)
- Write up the Managers report sheet.
- Move all car park cones from main car park only adjacent to building. On last night of run bring in all cones.
- Patrol the theatre to ensure security of theatre and contents.
- Switch on outside flood lights (switches in paint store) If not switched on previously
- After the interval, restock ice creams and return Ice Cream freezer to its stored position under the stair case, money and freezer key to be returned to the coffee shop

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### **AFTER THE SHOW**

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- Ensure stewards open auditorium doors and outside exit doors. (FOHM to open fire doors adjacent to Coffee bar/Stage lobby)

- Stewards to give out flyers
- Everyone to check auditorium for litter
- Collect radios and put on charge next to Stage Manager's desk
- When most of audience have left, lock all exits except the one at the far end of the bar
- Turn off the TV and some lights in the foyer using the switches adjacent to the door in the Box Office
- Put Box Office keys back in the Box Office
- Advise the lock up manager/bar staff when the FOH manager has completed his duties.

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### **GENERAL INFORMATION**

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- Any accidents or injuries details should be entered in the accident book in the Box Office, there is a first aid box for patron use in the Box Office.
- If in any doubt use a mobile phone or Box Office phone to call 999 for an ambulance

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**THANK YOU FOR VOLUNTEERING  
WE COULD NOT RUN THE THEATRE WITHOUT YOU**