

## **FRONT OF HOUSE MANAGER**

The Front of House Manager is in charge of the auditorium and for ensuring that all is running smoothly before the show starts and at the interval.

### **Responsibilities before production week:**

- Plan to attend the second dress rehearsal and each performance if possible
- Contact members so that two additional people are there to assist each night and ask them to arrive at 6.50
- Get a float of £20 in £1 coins
- Agree a plan for safe evacuation of the building with Stage Manager in the event of an emergency, (audience out of the double doors and cast out of the kitchen or side door)
- Ensure that torches with batteries are ready for all 3 FoH staff in the event of an emergency.

### **Responsibilities before the start**

- Arrive at least by 6.50 so that any audience who arrive earlier than 7.00 can be steered into the bar
- Get two bowls from kitchen for programme money
- Open large doors at 7.00

### **Responsibilities to programme sellers**

- Tell them of exit strategy for audience in an emergency that they would need to support and give them a torch
- Give them some float in a bowl and some programmes
- Ask them to stand well out of the gangway from the entrance to avoid a backlog
- Ask programme sellers to direct anyone who has been waiting early in the bar to have their tickets checked at the double doors
- Inform programme sellers of the programme price
- Remind them that they can suggest that the audience might like to order interval drinks if there is time

### **When the doors are opened**

- Check tickets against the list provided by the Box Office Manager. Some nights she might do this herself, in which case sell programmes and ask for only one other person to help
- Resolve any seating disputes
- Ensure that the appropriate chairs are removed if there are to be persons in wheelchairs
- Assist /advise on safe parking of any walking aids that might cause an obstruction

### **Responsibilities just before the start:**

- Turn off fires when there is 5 minutes to go
- Collect money from programme sellers and keep safely each night
- Dismiss them with thanks
- Check with Stage Manager that all the audience are out of the bar and toilets

- Encourage stragglers/talkers to take their seats and let sound/lighting operatives know when all are settled
- Shut double doors and go to side door if any audience have not arrived. Direct them to the bar if they are late
- If there is a blackout or scene change they can be steered to the side chairs until the interval

#### **At the interval**

- Open the door to the bar
- Show any on the side chairs where their seat is
- Towards the start of the second half liaise with Stage Manager to get the audience back and seated
- When all are back in the auditorium, let sound and lighting know, ask prompter to take responsibility in an emergency and you can slip away

#### **At Get Out**

Present Treasurer with the lump sum collected, bagged up in denominations and listed on a sheet showing the total.