

## **FRONT OF HOUSE (FIREHALL)**

### **PROFILE**

The Front of House person at the Firehall is responsible for taking tickets at the door, ensuring safety for the audience, and co-ordinating the sale of refreshments if there is an intermission.

*Front of House recruits people a few weeks before the opening and finishes after the last performance.*

### **RESPONSIBILITIES**

- recruits a team to work at each performance
- manages tickets and ticket sales at the door
- ensures the safety of the audience during the performance
- manages the sale of simple refreshments in the Blaire Room.

### **SKILLS REQUIRED**

- ability communicate tactfully with the public
- handles money responsibly
- attention to detail

### **WORKS WITH:**

- Producer
- Stage Manager

## TASK TIMELINE

The following checklists outline the specific tasks of Front of House during the various stages of the production.

Note that these tasks are not necessarily in chronological order. It is important to read over the timeline in advance and plan ahead to ensure that tasks are completed on time.

### PLANNING THE FRONT OF HOUSE TEAM

Done	Task	Resources in Handbook
Preparation		
	<ul style="list-style-type: none"> <li>recruit enough volunteers to have two people available for each performance. Discuss with the producer whether the producer or director want to do Front of House. Establish and post the schedule for the entire run of the production.</li> </ul>	
	<ul style="list-style-type: none"> <li>ensure that the list of patrons and any remaining tickets are brought from the Victoria Hall Box Office prior to close on Friday before the performance. Clarify how many tickets are available for sale at the door for each performance.</li> <li>* Note that some people might arrive with e-tickets online after the list is delivered</li> </ul>	
	<ul style="list-style-type: none"> <li>ensure that all F. of H. volunteers have read and are familiar with the detailed Front of House Procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Front of House Procedures, pp. 194.</li> </ul>
	<ul style="list-style-type: none"> <li>obtain the Ticket Cash Box from the office or the producer.</li> </ul>	
	<ul style="list-style-type: none"> <li>know the location of the working lights switch and the flashlight in the theatre.</li> </ul>	
	<ul style="list-style-type: none"> <li>clarify with the Stage Manager the specific protocol for closing the door prior to the start of the show, for admitting late arrivals, and for stopping the show in case of emergency. These will vary according the location of the stage manager and sound/lights operator for each show.</li> </ul>	
	<ul style="list-style-type: none"> <li>ensure that sufficient refreshments are available for each intermission at the producer's discretion.</li> </ul>	

### DURING PERFORMANCES

Performances		
	<ul style="list-style-type: none"> <li>arrive an hour before the show. One person will set up the "box office" table by the theatre door, not at the foot of the stairs, with Tickets Cash Box, patron list and any available tickets. Place the sandwich board sign outside on the sidewalk with Tickets Available or SOLD OUT.</li> </ul>	

	<ul style="list-style-type: none"> <li>before the show, the second person on the team will set up the refreshments for sale in the Blair Room. Empty the dishwasher if necessary. The coffee pot must be filled before the show begins as there cannot be running water during a performance.</li> </ul>	
	<ul style="list-style-type: none"> <li>as patrons arrive, one person will take tickets at the door and one person will sell tickets using Tickets Cash Box. Cross off patrons as they arrive so that you can determine if there are any late arrivals. Notify patrons of the washroom location and about intermission, if there is one.</li> </ul>	
	<ul style="list-style-type: none"> <li>if patrons with disabilities arrive, ask "How may I help you?" It may be necessary to remove seats to accommodate wheelchairs, store rollators at the side, or bring refreshments to them at intermission.</li> </ul>	
	<ul style="list-style-type: none"> <li>one person <u>notify the Stage Manager that the house is full, close the doors, take a seat and remain seated</u> inside the theatre with the flashlight in case of emergency. Do <u>not</u> assist with doors in performance unless you have been specifically asked to do something. That is part of the play.</li> </ul>	
	<ul style="list-style-type: none"> <li>the second person will wait for late arrivals, if any, according to the plan before taking a seat. <b>Do NOT walk around on the second floor, run water or flush toilets during the performance as the audience is right below!</b></li> </ul>	
	<ul style="list-style-type: none"> <li>* sell refreshments during the intermission using the Refreshments Cash Box stored in the refrigerator.</li> </ul>	

### AFTER PERFORMANCES

	<ul style="list-style-type: none"> <li>count the money in Ticket Cash Box and <u>seal in an envelope with Tally</u>. Give the cash box with the envelope and the marked patron list to the Producer.</li> </ul>	<ul style="list-style-type: none"> <li>Front of House (Firehall)Tally, p. 193</li> </ul>
	<ul style="list-style-type: none"> <li>Lock Refreshments Cash Box in the refrigerator. There is no need to tally the money. Ensure that refrigerator is locked.</li> </ul>	
	<ul style="list-style-type: none"> <li>ensure that the dishwasher is loaded and turned on after the performance is finished and that all food is put away.</li> </ul>	
	<ul style="list-style-type: none"> <li>if Front of House has purchased special refreshments, obtain specific receipts that do not include other items. Submit a completed Expense Form with HST listed separately and all receipts attached to the producer for reimbursement. <u>Expenses will not be reimbursed without a completed Expense Form.</u></li> </ul>	<ul style="list-style-type: none"> <li>* Production Expense Form, p. 196</li> </ul>

**FRONT OF HOUSE (FIREHALL) TALLY**

Production \_\_\_\_\_ Performance Date and Time \_\_\_\_\_

Front of House Person \_\_\_\_\_

1. Collect the ticket stubs as patrons enter. Cross off name on list using name on stub.  
*(we must keep these for the audit)*
2. Sell \$25 “tickets” (no actual tickets), if any. Tally and record the number of tickets sold.

\_\_\_\_\_

3. Count the cash from ticket sales in the Ticket Cash Box after each performance. Remove the float and return it to the Ticket Cash Box for the next performance.

Do NOT include cash from refreshment sales.

Record the tally:

\$20.00 \_\_\_\_\_ = \_\_\_\_\_

\$10.00 \_\_\_\_\_ = \_\_\_\_\_

\$5.00 \_\_\_\_\_ = \_\_\_\_\_

\$2.00 \_\_\_\_\_ = \_\_\_\_\_

\$1.00 \_\_\_\_\_ = \_\_\_\_\_

\$0.25 \_\_\_\_\_ = \_\_\_\_\_

\$0.10 \_\_\_\_\_ = \_\_\_\_\_

\$0.05 \_\_\_\_\_ = \_\_\_\_\_

**Total cash** \_\_\_\_\_

Signature \_\_\_\_\_

**Place this completed and signed Tally in an envelope with the cash, ticket list, and ticket stubs. Seal the envelope and hand it with the cash box to the Producer or designate to lock away.**

## FRONT OF HOUSE PROCEDURES

### Overview

- Front of House personnel, (including traffic/safety control and refreshment sales) will be required for the Firehall and Victoria Hall and will be recruited by the Producer of each individual production as required.
- Front of House Volunteers must be trained in safety and disability awareness.
- The Capitol Theatre has its own volunteers for Front of House.

### Front of House (FoH) Procedures

#### Requirements of the Front of House Coordinator

- The Front of House (FoH) Coordinator will recruit volunteers through the membership contact list to create a list of people who want to help. It is the goal to give the members and active/long term volunteers of the Northumberland Players (NP) the opportunity to enjoy the perks of volunteering for Front of House.
- The volunteers need to know what is required of them. (e.g. they may be required to sell refreshments as well as hand out programs and guide patrons to their seats.) The Coordinator (or designate) is responsible for training the volunteers. They may elicit the help of the Stage Manager to ensure proper procedures are being upheld at the particular venue.
- For Firehall productions: the FoH Coordinator, or designate, will take the responsibility of going to the Victoria Hall box office, the current venue for ticket sales, to collect tickets that were not picked up by purchasers and any remaining blank tickets to be sold at the door ½ hour before performance. This should be done on each production day prior to 4:00 pm and weekend show tickets must be picked up before 4:00 pm on the Friday preceding each weekend.

#### Requirements for Front of House Volunteers at the Firehall

- At least two volunteers will be present at the theatre entrance to accept, distribute or sell tickets, hand out programs, and direct the patrons to their seats and to the washrooms. DO NOT BLOCK FIRE ROUTE FROM STAIRS TO DOORS with a table.
- The FoH volunteers must know where the quickest and safest exits from the theatre are located and how to disperse patrons in case of an emergency. (e.g. one half of the house exit via one set of doors and the other half exit via another set of doors – meeting on the south side of the Market Building.)
- The FoH volunteer should ensure that there is a sign on the stage door directing patrons to the entrance on Second Street.
- The FoH volunteers must also know where the nearest telephone, washrooms, refreshments and First Aid kits are located.
- If a person with a physical disability requiring a wheelchair arrives, the FoH volunteer should remove a brown chair from a front row to make room for the wheelchair. Store the chair under the stairs in the entrance so it cannot be used.
- Ask persons with disabilities "How may I help you?" Note that one washroom is accessible.
- When house is full FoH will lock the outside doors and post "Show in Progress" signs outside.
- The FoH volunteers will advise the Stage Manager when all patrons are in the house at the beginning of the show and after intermission and take their reserved seats, one on each side close to the exits. FoH do not "man the doors" during the show UNLESS specifically asked to.
- During the play, FoH volunteers will remain in their reserved seats, with flashlights, in the theatre to act as traffic / safety personnel in case of an emergency.



- During intermission the volunteers will open doors and guide patrons to washrooms and refreshment areas and be available to sell refreshments from the bar near the kitchen area.
- After intermission the volunteers will guide returning patrons back to their seats, close the door when all patrons are seated, notify the Stage Manager, and take their seats.
- Traffic control may be managed with rope barriers, signs, and traffic cones, posted prior to performances.

### **Requirements for Front of House Volunteers at Victoria Hall (Under direction of Victoria Hall)**

- At least four are required.
- Two volunteers will be present at each of the theatre entrances to accept tickets, hand out programs and guide the patrons to their seats.
- The FoH volunteer must know where the nearest telephone and First Aid kit are located.
- The volunteers must know where the washrooms and refreshments are located.
- If a person with a physical disability requiring a wheelchair arrives, remove seats on an aisle only to accommodate the wheelchair. Remove the chairs from the Hall to the cloakroom area.
- The FoH volunteer will advise the Producer or the Stage Manager when all patrons are in the house at the beginning of the show and after intermission and take their seats.
- When the play begins the volunteers must keep themselves available with flashlights in case there is an emergency.
- These volunteers will remain in the theatre during the show to act as traffic / safety personnel.
- The FoH volunteers must know where the quickest and safest exits from the theatre are located and how to disperse patrons in case of an emergency. (e.g. one half of the house exit via one set of doors and the other half exit via another set of doors.)
- During intermission the volunteers will open doors and guide patrons to washrooms and refreshment areas.
- After intermission the volunteers will guide returning patrons back to their seats, close the door when all patrons are seated, and take their seats.

## **Refreshment Sales at Firehall**

### **Requirements for Supplying Refreshments at the Firehall**

- Currently the FoH Coordinator is responsible for ensuring there is a good supply of pop, water, and juice available for sale on the second floor Blair Room.
- There is a separate Refreshments Cash Box stored in the fridge.
- It is advisable to have some food refreshments as well. (e.g. chips, cookies, chocolate bars)
- If a liquor licence has been obtained for the Firehall Theatre, someone with Smart Serve training will be required to serve the alcohol. The alcohol must be locked up after every performance.
- Should there be a disabled patron who is unable to get to the second floor, an usher may offer to go up and get some refreshment for the patron.

