

Front of House Guidelines

- 1) Remember, you are THE main point of contact between the theatre and the audience. This is most important for our valued subscribers.
- 2) Front of House (FOH) volunteers are on duty from 7 p.m. (1 p.m. for the Sunday matinee) until the theatre is completely empty. You may not leave the theatre at any time during the performance.
- 3) There are always two FOH volunteers and a House Manager on duty.
- 4) It is important that you be smart, well-groomed and fragrance-free (many people have allergies or environmental sensitivities, so please do not wear perfume, cologne, aftershave, etc.). Be courteous at all times.
- 5) While you're on duty, you must wear a "Volunteer" badge. These are kept in the drawer of one of the small tables in the foyer.
- 6) When you arrive, inform the Duty House Manager that you are present. He/she is normally in the foyer at all times.
- 7) Read the fire instructions located in the desk in the foyer.
- 8) The Stage Manager gives the House Manager approval to open the auditorium doors. Only when this has been done may you open all the doors.
- 9) Make sure you know the time of the intermission, and the time the performance is due to end. Audience members will often ask you this.
- 10) Your primary task is to stand at the top of the stairs and hand out programs. Welcome each person with a smile, and at least a "Good evening."
- 11) Do your best to help any patrons who have questions. If you're too busy, or don't know the answer, refer them to the Duty House Manager.
- 12) When the bell rings for the side door entrance, one of the volunteers must go down and open the door. Take programs with you, and collect the tickets. If the theatre is very busy, or if one of the volunteers is absent, ask the Duty FOH Manager to help. The side door always has priority.
- 13) Sometimes elderly people bring their walkers into the theatre. Once the patron is seated, you should ensure that the walker is set aside, out of the way, at the bottom left of the auditorium (just under the apron at stage right). You may need to help the customer retrieve the walker after the show.
- 14) We usually seat wheelchair patrons in the left-hand aisle. Ramps to level or secure the wheelchairs are located along the left-hand wall.
- 15) At the start of the performance, and at the end of the interval, close the auditorium doors as soon as all audience members are clear of the lobby.