

Front of House Guidelines

1. Remember you are THE point of contact between the theatre and the audience, and more importantly our subscribers.
2. **FOH volunteers are on duty from 7:00 pm (1:00 pm for Sunday Matinee) until the theatre is completely empty at the end of the performance.** It is important that you look smart, well-groomed and fragrance free (many people have allergies or environmental sensitivities, so please do not wear perfume, cologne, aftershave, etc). On arrival, inform the Duty House Manager that you are present. The House Manager will normally be found in the foyer at all times. The Stage Manager gives the approval to the House Manager to open the auditorium doors. When, and ONLY when, this OK has been given, you need to ensure that all the doors into the auditorium are opened .
3. Make sure that you know the time of the intermission and at what time the performance is due to end. (Members of the audience often want to know this, when they arrive).
4. Your primary task is to stand at the top of the stairs in order to hand out programmes. Please welcome each member of the audience with a smile at least a “Good evening.
5. Please help any member of the audience, who has a question. Be courteous. If you are too busy or cannot provide an answer, direct them to the Duty House Manager.
6. When the bell rings for the side entrance, one of the volunteers on duty must go down and open the door. Take programmes with you and collect the ticket stubs. If the theatre is very busy or if one of the volunteers is absent, please ask the Duty FOH Manager to help. The side door has absolute priority. Walkers are to stored front left of the auditorium. Wheel chair patrons are usually placed in the lefthand aisle in the auditorium; ramps to level/secure the chairs are located along the lefthand wall of the auditorium. At the start of the performance and at the end of the interval, close all doors as soon as the audience are clear of the lobby.
7. Once the doors are closed one volunteer must be in the audience (normally rear left of the auditorium). The other volunteer must be in the foyer at all times. Again if one volunteer is absent the presence in the foyer is the more important duty.