

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 at the end of the performance – usually around 10:30 p.m.
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 the doors. Please ensure that ALL the doors are opened.
9. Make sure that 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 programmes. Please welcome each arriving person with a smile and a "Good evening."
11. Please do your best to help audience members who have questions. If you're too busy, or don't know the answer, direct them to the Duty House Manager.
12. When the bell rings for the side entrance, one of the volunteers must go down and open the door. Take programmes with you, and collect tickets. 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.
13. If patrons need walkers, these are stored at the front left of the auditorium. We usually seat wheelchair patrons in the left-hand aisle. Ramps to level/secure wheelchairs are located along the left-hand wall.
14. 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.

Comment: Underlining is left over from "the typewriter era" -- nobody uses it any more! With computers, we now use bold type and bigger type for headings.

Comment: You'll notice that I've broken up #2, and several others, into several smaller points. They're more effective that way, rather than crammed into one heading.

Deleted: , and more

Comment: A journalism rule: the first time you use an acronym, tell readers what it stands for.

Comment: It's never necessary to put the extra zeros in – they're just clutter. Also, "p.m." properly has two periods.

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Comment: I moved this point up from below, because it seems really important.

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Comment: In England, they still use the "-amme" ending – but here in Canada, we prefer the "-am" ending.

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Comment: I'm confused here. Does the theatre keep a bunch of walkers around, in case people need them? Or are you trying to say that if people can't walk, they can use the ramps? ... [1]

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I'm confused here. Does the theatre keep a bunch of walkers around, in case people need them? Or are you trying to say that if people come with their OWN walkers, we're supposed to tuck them away in that spot? Clarify this.