

POLICY NUMBER: 6.20	DATE ADOPTED: Historic
POLICY TYPE: Production Job Descriptions	DATE AMENDED: Dec/2024
POLICY TITLE: Front of House Department Head	

Front of House Department Head (Co-ordinator)

In general, the person in charge of Front of House (FOH) is responsible for the comfort and safety of the audience. The appearance, friendliness and efficiency of the FOH crew create the audience's first impression. Never underestimate its importance. The person in charge of Front of House is responsible to the Administrative Producer. If the co-ordinator is not able to be in charge of FOH for the run of a show, she will find another of the 'In-Charge' people to do this and give the person this Job Description or have them access it on the website.

Three Weeks Before Opening

1. Contact people on the list of current volunteers.
2. Prepare schedule – three or four people per performance, depending on audience numbers. Ensure that all volunteers scheduled have taken the safety training seminar within the past 12 months. Their last training date is noted on the volunteer list.
3. Obtain production door code from show producer.
4. Email schedule to all volunteers. Include everyone's contact information. Encourage people to find someone to switch with if they are unable to be at their scheduled performance and only contact you if they can't find anyone. (It is useful to note on the schedule the names and phone numbers of those who are able to substitute.) Tell volunteers to arrive 75 minutes before curtain. Invite them to attend the Dress Rehearsal.

One to Two Weeks Before Opening

1. Ensure that there are two large laminated posters for the sandwich board. (Use only sticky tac or masking tape on the back of the posters.)
2. Check Front of House drawer in filing cabinet in the office for:
 - Concession Price Lists (two)
 - Quick Checklists (one per performance) – photocopy more if needed
 - Seating Chart for the Thursday performance, unless alternative method, is used
3. Contact Treasurer for current safe and Tech room door codes. Check the Concession float (\$100) and that the Askew's card is in the float bag. Take Askew's card when shopping for supplies to receive discount. Mention the discount to the cashier to be sure they give it.

Opening Week

1. Check all supplies – napkins, paper cups coffee, water (purchase by Building Manager); teas, cream, milk, juice, sugar, cookies (purchased by you).
2. All receipts should be placed in the Treasurer's slot upstairs in the office, both charged and paid by you. (Concession is not a Production Expense, so receipts don't have to go through the Admin. Producer.)
3. Clean/Tidy inside the kitchen, including emptying the fridge of unnecessary items. (Ask a few of the FOH volunteers to help.)
4. Clear pathway through Scene Shop for patrons with mobility problems.
5. Post Price Lists.
6. Communicate with all those FOH volunteers who will be in charge for a performance:
 - Tech Room door code and safe code
 - Ask them to let you know when more cookies, milk, cream, juice is needed; if there is not enough change in the float for the next performance; when more programmes are needed; to put the baggie with concession takings on the bottom of the safe, not in the float pouch; to replace the coffee machine lid, where the water is poured; to empty and wash juice, milk and cream containers after the Sunday performances. (There may be some other instructions for specific shows which the SM will give you.)
7. Check with Stage Manager about the length of each act and estimated finishing time. Post this information inside the kitchen for volunteers. Stage Manager will also tell you how far in advance of curtain the House doors will be opened and how you will be given the signal to open them before each performance. (This might vary slightly for each show.)
8. Find out from person in charge of programmes how/when they will be delivered.
9. Check that blue chairs in Row A are in the correct order and positioned properly.

On Performance Days

1. If possible, put the sandwich board out in front of the building early in the day.
2. As FOH head, arrive at the Theatre at least 80 min before curtain. (Doors open one hour before.)
3. Check with Box Office personel if any wheelchair tickets have been sold for that performance. Two chairs need to be removed from the front row – Row A, to accommodate one wheelchair. The chairs can be stacked in the Scene Shop. One volunteer might need to go outside to meet patron while another opens the door from the inside. If possible, seat wheelchair patrons and those going through the Scene Shop before opening the House doors.
4. FOH volunteer coats etc. should be put upstairs in the office. Purses can be put in a drawer or under a counter.

5. Use a 'Quick Checklist' for each performance, with volunteers checking off each item as they complete it.
6. Make sure patrons know that they are allowed to take bottled water into the House, but no coffee, tea, juice or food.
7. Open the House doors when Stage Manager or Lighting Operator gives the word, usually about 20 minutes before curtain. Never open the doors before the word is given.

Striking after the Run and Cast Party

1. Tidy Front of House area including the inside of refrigerator. Discard or give away items that will not keep.
2. Empty trash cans.
3. Return bottles and cans or arrange for someone else to do this.
4. Thank all FOH volunteers for their contribution to the show.