

POLICY NUMBER: 6.20.1	DATE ADOPTED: Feb 28, 2018
POLICY TYPE: Production Job Descriptions	DATE AMENDED:
POLICY TITLE: Front of House Coordinator	

Front of House Coordinator

The FOH Coordinator is appointed yearly by and is accountable to the Board. He/she is a resource to those heading up Front of House for each production and other Shuswap Theatre events. The FOH Coordinator may also function as the FOH Head for productions but it is not assumed.

Duties

1. Maintain an up-to-date contact list for those who are currently able and willing to work Front of House for productions and events. The list should include:
 - a. Contact information
 - b. Whether the person has experience as Head of FOH or as a helper
 - c. Whether each person has received the compulsory training for FOH volunteers and the date of the last time it was received
 - d. Productions and number of shifts worked
 - e. Any other information the coordinator feels should be included
2. Proactively provide the list to whoever is heading FOH for each production or event.
3. Ensure that an up-to-date training resource is available for FOH volunteers.
4. Periodically provide the compulsory training for all FOH volunteers, or arrange for someone else to provide it. The training should include:
 - a. Health and safety information (fire, medical emergencies, etc.)
 - b. Safety procedures (e.g. evacuation)
 - c. The importance of hospitality and customer service
 - i. A welcoming first contact for patrons
 - ii. Seating patrons with mobility limitations
 - iii. Dealing with problems and “difficult” patrons