

GUIDELINES FOR FRONT OF HOUSE STEWARDS - March 2019

IMPORTANT: The FOH Manager is in charge of all things front-of-house. Please do not undermine the authority and responsibility of this position with personal demands

DRESS CODE

Black & white has traditionally been the dress code for FOH volunteers – this will not be strictly enforced; however, reasonably smart attire is recommended + the legal requirement of either a TOADS lanyard or badge. Remember: you are the first impression our patrons will experience.

BEFORE THE SHOW

- Arrive at 6.30 pm for a 7.30 p.m. start
- Familiarise yourself with the position of the Fire Extinguishers and Fire Points.
- Listen to fire safety briefing by the FoH Manager
- Ensure you have a working torch
- You will be allocated to an exit door (with relevant seat ticket) - This will be your designated door for evacuation
- Specific details of the show will be discussed

Evacuation procedure:

- **When you hear announcement 'Mr Green is in the building'**
- **When House lights suddenly go up.**
- **When FOH Manager comes in and announces evacuation]**
 - **Open your auditorium door and outside exit door**
 - **Tell audience to leave in a quiet and orderly manner and meet in the main car park**
 - **Do not allow people to hold up the free flow by asking questions**
- Wear a TOADS badge and/ or TOADS Volunteer lanyard
- When informed by Stage Manager, open the auditorium doors (usually about 7 pm)
- Greet patrons, sell programmes, informing them they are £1 and use programme money bags
- There must always be a minimum of three stewards in the auditorium during the show, two at the front and one at the rear.
- Check dates on the tickets as you collect them.
- In the unlikely event of double booking of seats, contact the FOH manager who will try to find alternative seats and deal with any issues. Collect tickets from both sets of customers in order to ascertain why/how this came about
- When all of the audience are seated, the Manager will collect unsold programmes, money bags and ticket stubs from you. Then inform the stage manager that he can start the show
- Two stewards will be allocated to sell ice creams in the interval. Other stewards to take responsibility for allocated fire doors

DURING THE INTERVAL

- Open and secure the nearest auditorium doors
- Allocated stewards to sell ice creams
- If necessary, a FOH volunteer may be asked to help in the coffee bar during the interval, if there is a coffee bar volunteer shortage.
- If not selling ice creams stewards to manage allocated fire doors

AT ANY TIME DURING THE EVENING

- Any minor accidents or injuries should be reported in the accident book which is kept in the box office. NB: A first aid box is available in the box office which may be offered to patrons for their use
- Please inform the House Manager immediately. He/She will call an ambulance if appropriate
- NB: A defibrillator is available in the bar.

AFTER THE SHOW

- Open the auditorium doors and outside exit doors
- Give out flyers and bid patrons goodnight
- Check and clear litter from the auditorium
- Return your badge/lanyard to the FoH Manager's office

**THANK YOU FOR VOLUNTEERING,
WE COULD NOT RUN THE THEATRE WITHOUT YOU**