

Canberra Repertory Society  
**Front of House (FoH) Manager Checklist**

(Unless otherwise stated these actions are for the FoH Manager)

## **On Arrival**

- Collect FoH keys from Stage Manager.
- Confirm with Stage Manager if wheelchair seating required.
- Put on FOH Manager badge (in Wine Bar, jar near cash register).
- Check FOH Manager's clipboard (on Wine Bar counter) for FOH Staff roster, show timings and lockouts, and any other particular instructions/information.
- Turn on lights over Wine Bar and Coffee Bar (one switch for lights over both bars, located on door frame of storage cupboard inside Wine Bar).
- Ensure Wine Bar prices board is showing "Full" price list. (After show, Happy Hour prices apply).
- Unlock fridges in Wine Bar and Coffee Bar.
- Check Coffee Bar urn and coffee machine are full of water, top up if necessary, and turn on.
- Check milk supply in Coffee Bar fridge. If low, arrange for FOH staff member to purchase nearby and obtain receipt/tax invoice for reimbursement. (Reimburse from funds in yellow bucket kept in the safe, and put receipt/tax invoice in bucket).
- Check torch batteries, replace if necessary, before issuing torches to Seating/Duty Ushers.
- Check toilets are clean and tidy. If necessary, empty bin, wipe down toilets and sinks, and restock toilet paper, paper towel holder and soap dispensers.
- Check foyer is clean and tidy. If necessary, empty bins, wipe down tables, and vacuum/sweep carpet.
- Check all EXIT lights are on (including inside the theatre). Advise the Stage Manager ASAP if any are not working. (Stage Manager to arrange for light bulb replacement, if necessary.)
- Turn on foyer heaters, if necessary.

## Pre-show FOH Setup

- Collect floats from safe for relevant day of performance:
  - o check Box Office sheet for anything unusual, e.g. confirm if any "deals" applicable;
  - o issue Box Office float, tally sheet and other BO documentation to Box Office staff;
  - o issue Wine Bar, Coffee Bar and Program floats and tally sheets to relevant staff;
  - o confirm with staff that floats are correct as per tally sheet, and adjust and sign tally sheet to record any discrepancy.
- Issue name badges to all FOH staff.
- Introduce staff to each other (especially if new).
- Inform staff of show timings and any lockouts.
- Provide relevant duty checklist. Brief staff on specific duties, if required.
- Provide programs to Program Seller/s (located in Coffee Bar cupboard).
  - o **Please note** that limited numbers may be available for sale prior to Opening Night.
  - o **No programs are to be provided to Cast and Crew before opening night**, these are provided directly to the SM by the office.
  - o **If program numbers are low** by the final Wednesday performance please notify the office.
- Allocate duties to Seating/Duty Ushers.

*Seating Usher = FOH staff who shows patrons to their seats*

*Duty Usher = FOH staff who is on duty in the theatre throughout the performance  
(two Duty Ushers for each performance)*

- o request Seating Ushers to sight all tickets to make sure tickets are for correct performance/day/time, and to advise FOH Manager if any discrepancy;
  - o confirm with Duty Ushers who will tend to which passageway (stage end);
  - o affirm with Duty Ushers they are to sit in jump seats in passageways (stage end) throughout the performance;
  - o advise Duty Ushers that patrons are to exit through the foyer (NOT the side doors in the theatre, which are emergency exits only).
- Arrange for sale of programs if not enough staff for separate Program Seller:
    - o at Box Office and from Wine Bar and Coffee Bar, and
    - o by Seating/Duty Ushers inside the theatre before the performance and during

interval.

- In each case, program money to be kept and tallied separately.
- Brief all FOH staff on Evacuation and Safety Procedures and related matters:
  - o outline Evacuation procedures, including specific responsibilities of FOH staff;
  - o request FOH staff to notify FOH Manager immediately if Box Office buzzer is heard or red light flashing on phone;
  - o advise all FOH staff of the location of First Aid Kit (on Coffee Bar counter, left of coffee machine).
- Assist Box Office if busy, e.g. FOH Manager, or other FOH staff member, to issue pre-booked tickets.

LX is responsible for the operation of the plasma monitor in the foyer.

A promo DVD is shown from about 30 minutes before the start of each performance. Advise LX if this does not occur (dial 4C on the wall phone near the staircase in the foyer).

The promo DVD is shown for about 15 minutes.

## Start of Show

- *15 minutes (approx.) before the start of the show:*
  - o LX, as directed by Stage Manager, changes monitor display to view of the stage. o Open doors to theatre only when this occurs (not based on time on foyer clock).
- *5 minutes and 3 minutes (approx.) before curtain up:*
  - o LX rings bells (cued by Stage Manager)
- Check with Box Office staff if any tickets still to be picked up. Inform LX (4C) if delay possible/likely.

*The following apply for the start of show AND at the end of interval/s:*

- Ensure Duty Ushers (with torches) are at their stations (jump seats (stage end)).
- When all patrons are in their seats, dial LX (4C) to advise that the foyer is clear.
- Close doors to the theatre.
- Check foyer lights are dimmed. If not, advise LX (4C).

## During Show

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### QUIET IN FOYER

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#### THE FOH MANAGER IS TO REMAIN ON DUTY IN THE FOYER DURING THE SHOW

- Admit latecomers to their allocated seats only if this can be done without disturbance and *providing there is no lockout stipulated for the start of the show.*
  - o If it is not possible to seat latecomers in their ticketed seats initially, and there is no lockout, they can be admitted if there are available row-edge seats in the front rows.
  - o Otherwise, latecomers will have to watch the performance on the foyer monitor until a suitable break in the performance, or the end of the lockout, when they can be shown either to available front row edge seats, or to their ticketed seats if this can be done without disturbance.
- FOH staff, who are not acting as duty ushers, and who are not required to assist the FOH Manager during the show, may watch the performance if there are spare outside edge seats in front rows.
  - o Confirm with Wine Bar and Coffee Bar staff they have everything set-up for interval beforehand.
  - o Advise FOH staff who watch the show they are not to exit to the foyer until lights come up for interval and at the end of the show.
- Put used wine glasses and coffee cups through dishwasher (35° program), as necessary, after show goes up, ready for interval.
- Assist Box Office staff with BO reconciliation, as necessary.
  - o For safety reasons, ensure Box Office proceeds are counted either upstairs, or behind the Wine Bar, or in the inner foyer, OR stay with BO staff in BO foyer during count.
  - o Recount and sign off Box Office tally. Put money and paperwork straight into safe.

Tidy foyer.

- NO RUBBISH TO BE PUT IN THE OUTSIDE HOPPERS DURING SHOW (VERY NOISY!!!)

Inform Stage Manager if patron feedback indicates theatre temperature is too hot or cold.

During interval, a Duty Usher is to stay in the auditorium with patrons.

## After Interval

- Confirm with Coffee Bar staff:
  - o Coffee Bar float counted and tally sheet signed off. If Coffee Bar staff watching

2"d/3'd Act, count to be done after the show;

- o Coffee Bar restocked, used coffee mugs, milk jugs, etc. in dishwasher, other supplies tidied away, urn refilled and turned OFF at power point, coffee machine clean and turned OFF;
- o any supplies needed;
- o all remaining programs stored in box in Coffee Bar cupboard.
- Confirm with Wine Bar staff:
  - o Wine Bar float to be counted when Wine Bar closes ½ hour after the show.
  - o Wine Bar fridge restocked (new (warm) stock at rear), only if it is possible to do QUIETLY. If not, or Wine Bar staff watching 2"d/3'd Act, restock after the show.
- Recount and countersign Coffee Bar and Program tallies. Put money bags (incl. tally sheets) into safe.

## After Show Comes Down

Patrons are to exit through the foyer, NOT the side doors in the theatre which are emergency exits only.

- Close foyer doors to the theatre when clear of patrons (crew will begin reset).
- Wine Bar staff or FOH Manager to staff Wine Bar after the show- open ½ hour, and **1** hour on opening night.
- Confirm with Wine Bar staff after bar closed:
  - o Wine Bar float counted and tally sheet signed off;
  - o Wine Bar restocked, used wine glasses (upside-down on metal rack) in dishwasher (bottom rack)(3So program), other supplies tidied away;
  - o any supplies needed.
- Recount and countersign Wine Bar tallies. Put money bag (incl. tally sheet) into safe.
- Take out recycling (yellow-lid hopper) and general garbage (other hopper). Replace bin liners as necessary.

- Turn off foyer heaters.
- After Wine Bar closed:
  - o give FOH keys to Stage Manager (who takes over responsibility for locking up).
  - o FOH Manager is responsible for locking up if Stage Manager has to leave early (e.g. unwell). If so:
    - lock automatic front doors from the inside;
    - do a tour of upstairs/foyer/theatre/backstage to check that heating/aircon and lights are all turned OFF. Turn off lights in the theatre last;
    - exit via prompt-side door in the theatre (into REP courtyard).

## General

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**No food or drink in the theatre** (bottled water excepted).

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- If Box Office needs assistance, BO will push button — red light & beep on phone—push 12 to silence. Check IMMEDIATELY with BO what assistance is needed.
- Check there is a spare torch on each bar, to assist seating latecomers.
- Walkers (and wheelchairs if not required as seating) to be stored in alcoves off passage way closest to patron's seat in the theatre.
- If LX buzzes foyer wall phone, pick up and answer as soon as possible.
- If black phone (located on the Wine Bar) rings, check display. Answer if it reads **Repertory Line 01**. Otherwise, leave the call to be answered by Box Office staff. However, if the Box Office is busy, answer the phone regardless of the incoming line.
- Collect name badges from all FOH staff before they leave the theatre and return them to the jar near Wine Bar cash register.
- If there is a problem with the automatic front doors, either opening/closing or locking, ring the 24 hour emergency contact number (6218 0008) located on the pelmet above the door.
  - o Either the FOH Manager or the Stage Manager is to remain in the venue until the front doors can be locked.