

Front of House Instructions

Thank you for volunteering to do Front of House. For a show to run smoothly and for the audience to be happy it is vital that the Front of House team is on to it and keep everything in front of the curtain happening. Without your help Mairangi Players could not put on the shows that it does, so thank you again for your time and effort.

The duties for Front of House are outlined below on the assumption that there will be three people. If this is not the case then duties may need to be reworked slightly to ensure everything gets done. The number beside your name tells you what duties you will be doing.

Person One: Bar

Firstly, you must be at the approximately one hour before the start of the show. It is important at this time to check that there is a good supply of refreshments (including chocolate bars, nuts, etc) for the bar and that there are paper towels and toilet paper in the bathrooms. The doors to the theatre only open 15 minutes before the show starts. Please make sure that no one enters the theatre before this time.

Once you have met the other volunteers you are responsible for the bar. A price list should be displayed at the bar if you are unsure of prices. Remember that no alcohol is to be sold to people under the age of 18; you may have to ask for ID if you are unsure. Alcohol sold on the premises must be consumed on the premises.

During intermission you are responsible for the bar again. After the show, help collect any dirty mugs/wine glasses/water glasses and take them to the kitchen. At the end of the night ensure that the theatre is left clean.

It is your responsibility to count the money from the bar and the box office. This can be done during or after the show. There needs to be \$100 float in both the box office and the bar (bar float should be as many coins as possible). The rest of the money is put into the plastic bags with the appropriate form ("Cash Analysis Refreshment Sales" or "Ticket Sales Analysis") ticket stubs, unpaid tickets and complimentary tickets also go in the plastic bag for Ticket Sales Analysis. Ross Anderson is the authorised revenue agent for the show, and will be responsible for putting this money in the safe, so make sure you give it to him.

Person Two (and Three if required): Box Office/Tea and Coffee

NOTE: If there is a third person rostered on for the show, Person Two is to do box office while Person Three sets up the tea and coffee and water. Both to do tea and coffee duties at interval.

You need to be at the theatre at least 45 minutes before the show starts. Before the show you will be in the Box Office. Put the water jugs and glasses on the table next to the door by the bar so audience can get water as they go in. Before the audience arrives set up a table in front of the stage with milk, sugar, a bowl of teaspoons, a bowl for used teaspoons and teabags and a plate of biscuits. This will need to be put in the kitchen when the show starts and taken out at half time. In the kitchen, set out the tea bags and coffee on the bench and put the tea/coffee sign on the counter. As audience arrive you may need to call them over to you as a lot of people miss seeing the Box Office window. As people arrive, you will need to take their money, give them their tickets (after tearing off the ticket stubs), and tick their names off on the booking list.

You need to turn the urn on to heat up and make sure that it is on standby during the show. This is important because otherwise it will boil during the show and the steam and sound can be distracting.

You should have the Box Office cash box and blank tickets. Make sure you know how much tickets cost and who gets concessions (Seniors, Children, Students and Members) You can ask people for ID if you're not sure they are meant to get a concession ticket (if they say they are a member they don't need ID). As people purchase their tickets, write on the ticket and stub whether it is \$12 or \$10 ticket, rip off the ticket stub and keep it in the cash box. All tickets are \$12 each, or \$10 each if it is a group of 5 or more.

When ticket sales have finished, take the cash box and other Box Office things to the bar. They will then total up the ticket sales and give the money to Ross Anderson (the authorised revenue agent) after the show to put in the safe. If there is spare seat in the theatre you may watch the show. Shut both of the curtains to the kitchen before the show starts so the light doesn't get into the theatre, and remember to put the tea and coffee table behind the second curtain, as there are scenes in the show where the cast come out the kitchen and we don't want the table to be seen.

During intermission you are responsible for selling tea and coffee in the kitchen. You need to retrieve some coins for float from the Supervisor at the bar (this could be done prior to the show starting). When people buy tea or green tea, put a tea bag in a mug and fill the mug about $\frac{3}{4}$ full with boiling water. When people buy coffee, put one teaspoon of instant coffee in the mug and fill the mug about $\frac{3}{4}$ full with boiling water. In both cases they may give other instructions on how they would like their tea/coffee. When giving people their tea/coffee indicate the table where they can help themselves to milk, sugar and a biscuit if they wish.

Put dirty dishes in the sink. Just before the end of intermission, take everything back into the kitchen and shut both of the curtains. After the show wash the dishes. If you find that you are out of supplies, please follow the instructions on the supplies re-order form on the fridge in the kitchen.

If you have any problems on the day such as being sick or lost it is important to let someone know by calling the theatre on 419 0415.

Amy Maclaine is the Front of House co-ordinator. To contact her, please phone 4183663, txt 0212527942, or email amymaclaine@gmail.com