

# **KINVER LIGHT OPERATIC SOCIETY**

## **Front of house Policy**

Front of house staff are the first people that the audience see. They are representatives of the society and should appear welcoming and helpful at all times. Traditionally FOH staff wear Black and White to show that they are 'officials'. They must also wear Steward's badges/lanyards to distinguish them from the audience.

FOH staff should be at the theatre at least 50 minutes before the performance starts, and the expectation is that they will stay throughout the evening to cover interval duties, help with any emergencies and to ensure that the theatre is left in a fit state at the end of the evening.

It is hoped that adult members of the society and/or parents of Junior members not actively involved in a production, will commit to some FOH duties during show week. A team of 7/8 is required for each night, in addition to the FOH manager, Ticket Secretary, refreshments and sweet counter staff

The duties of the front of House Manager are to:-

1. Contact society members / families for availability during show week and confirm the day/s that they will attend
2. Arrange a team of people to cover each night/matinee of the show[ 7/8 people]
3. Create a duty rota for each performance and display this in the kitchen during show week together with what each duty entails.
4. Ensure that there is sufficient stock for refreshments
5. Liaise with whoever is buying sweets and ice cream and monitor stocks during the week[currently Jean Mills]
6. Buy milk, tea, coffee, sugar for the show week
7. Liaise with the treasurer for floats and ensure all monies are handed to him/her for counting after each performance.
8. At the end of the show the FOH manager should ensure that all FOH equipment is returned to the correct place of storage and if possible keep a list of the quantities remaining.
9. Put up signs for seat numbers / no smoking / theatre admission times/ refreshments/ 'no admission back stage' / strobe and flashes warnings [ if required]
10. Put up screens to block the corridor to the dressing rooms and ensure there are sufficient large tables for sweets [ 3 tables] and the bar [ 4/5] – [John Elwell]
11. Time the dress rehearsal and note the final number before the interval so that the FOH staff can prepare the ice cream trays etc
12. Liaise with the stage manager as to times for the calling bell which is rung at 5minutes and 2 minutes before the start of the show and at 5 and 2 minutes before the end of the interval
13. Liaise with social committee re events during the week and collect FOH names and monies
14. Ensure the theatre is clear of all rubbish at the end of the performance and all bins emptied
15. Ensure kitchen is clean and all KLOS equipment packed into the large white boxes which are stored in the lighting box during show week
16. In the event of any accidents the F.O.H manager needs to complete the KLOS accident book which is kept with the First Aid box. The school will also need to be informed for their records
17. Ensure that any lost property is left, during the show , at the reception desk and at the end of show week, any unclaimed property is to handed to the school.

FOH staff should be assigned to the following tasks:-

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|----------------------|--|
| pre-show             | programme sales<br>raffle tickets sales<br>refreshments<br>directing the audience to their seats<br>indicating toilets and disabled toilets  |
| interval             | selling ice creams both in the auditorium and the foyer<br>refreshments<br>collecting rubbish<br>monitor any smoking and redirect people off site to the smoking areas   |
| post show<br>note of | clear the theatre of any rubbish – any 'lost property' should be handed in with a<br>the row and seat number.<br>clean all tables in the foyer and re-position furniture if necessary<br>clean kitchen surfaces and pack away all equipment used |

Currently a society member will announce the welcome / no smoking / silence mobiles and rubbish reminders at the start of the show, and, before the second half, the results of the raffle and 'rubbish reminders'.

The initial announcement MUST also include that photography and taking of videos is prohibited by the conditions of our licence.

The plan for each evening is as follows:-

- Put out all signs, screens + 3 tables for sweet stand and put a rubbish sack in the orchestra 'pit' The signs are: -
- no smoking
- seat numbers
- auditorium opening times
- refreshments
- no admission back stage
- strobe and flash warnings [ if required]
- Reposition dining tables to give more floor space by pushing one complete row against the window, and a second row, with movement space, in front of the first. One table can go in front of the cleaning cupboard thus reducing the length of the second row. For the May performance if the weather is warm the doors to the quadrangle can be opened [ useful for group parties]
- Ensure each member of FOH has checked their duties – Ushers at the top of the steps to the theatre, Raffle sellers to be positioned in the dining area Programme sellers to be positioned in the dining area and one at the steps to the far side of the theatre if necessary
- The warning bell is sounded 5 minutes before curtain up and repeated at 2 minutes
- During the first half of the show fold raffle tickets and draw raffle in order that the results can be announced at half time. Fix the winning tickets to relevant prizes.

- During the last 5 minutes of the first half, fill the ice cream trays , distribute float and black rubbish sacks to the theatre and foyer sellers.
- At half time ensure all doors to theatre are open to cool the auditorium and if necessary open the fire doors
- When the 5-minute bell sounds ensure the fire door is secured
- Wipe tables and collect rubbish
- At the end of the performance position a member of FOH at each exit point with a black sack for rubbish
- When the auditorium is empty, collect all rubbish, sweep and / or Hoover floors as necessary, empty school bins, replace liners and put all rubbish sacks into the skip on the back car park
- Check toilets used by public for tidiness i.e paper left on the floor, paper towel bins full, taps left on etc.
- Ensure kitchen is clean and wiped down and all boxes are taken to the lighting box for storage.  
Usually the lighting crew will put the boxes and sweets into the lighting box AFTER all their equipment is secure.

### **People acting as Ushers**

- Show / direct people to their seats, ensuring they are in the correct seat – not everyone looks at the seat numbers and some seats are not in numerical order. ALL TICKETS MUST BE TORN AT THE PERFORATION AND THE STUBS PLACED IN THE 'STUBS BOX' IN THE KITCHEN ONCE THE SHOW HAS STARTED. This is to enable us to keep a check on the numbers in the auditorium in the event of us needing to evacuate the theatre.
- Ensure that at the start of the show the doors are closed
- Open the doors for the interval and if necessary open the fire doors to cool the theatre. You may be required to sell ice cream at this point.
- Close doors and fire doors for the second half.
- After finale and curtain calls open doors and have black sacks ready to collect rubbish
- Advise FOH manager of any problems that occur e.g. double booking/ illness
- **Auditorium lights will be controlled by the lighting crew – liaise with the Lighting Operator**

### **Specific duties of Front of House Manager concerning Health and Safety.**

Working with the Lead Person and the Backstage manager to ensure that all relevant persons comply with the provisions of the Health and Safety policy. FOH staff must sign in and out each night that they are on duty and should familiarise themselves with the Fire Code displayed in the Kitchen.

1. During performances, the FOH manager will take charge of the First Aid kit and the fire marshal's florescent jackets.
2. To keep a record of the location of the nearest telephone to be used in the case of an emergency and/or ensure that at least two members are nominated as having a mobile telephone to hand to be used in the case of an emergency. Mobiles should be checked prior to each performance to ensure appropriate signal strength and reception.
3. Ensure that all FOH staff have identified themselves to each other.

4. Ensure that the front of house team take care of the increased risks of raked floors, dimly lit areas and the special precautions that need to be taken with infirm or disabled persons.
5. Ensure that the policy of no smoking and no alcohol is complied with by all relevant members.
6. Ensure that all FOH staff have been advised of the procedures that they should follow in the event of an incident such as an outbreak of fire, first aid emergency etc.
7. Ensure that FOH staff have been made aware of the location of the nearest telephone, the location of the fire extinguishers, the route to be used in the event of the need to evacuate the building, the procedures to be used to evacuate patrons in the event of an emergency and the location of the assembly point(s).
8. Ensure that all FOH staff have be given specific instructions and training connected with their duties.
9. If the fire alarm is activated during a rehearsal a pre-nominated Front of House staff member will announce to the audience, the evacuation points and assembly point outside of the school on the main car park well away from the building. This will be done using the microphone in the lighting box.
10. Following evacuation, the front of house staff will take a head count of the audience to check that the head count, from ticket stubs, matches the people evacuated.
11. During an evacuation procedure, the person in charge will be the **front of house manager** during performances and the **lead person** at all other times.
12. Their tasks include: -
  - gathering all information regarding the evacuation
  - establish if it is a genuine fire or false alarm
  - ensure that the fire brigade has been called
  - receive reports from the fire marshals to show that all staff/patrons have been evacuated.
  - liaise with the fire brigade on its arrival.
13. The person in charge has the authority, in conjunction with and with advice from the fire services, to end an evacuation and recall all staff/patrons into the buildings

### General FOH duties

- Selling programmes and raffle tickets
- Direct people who do not need to collect or pay for tickets into the dining area to avoid congestion in the foyer
- Sell ice cream during the interval – if in the auditorium ensure that the fire doors are open to cool the theatre.
- Ensuring foyer and theatre are clean after the interval and at the end of the evening
- Serve tea/coffee before the show and during the interval

### Sweets / Ice cream

Currently [2016] Jean Mills buys the sweet and ice creams and restocks during the week, sweets coming from Bookers and Ice creams from Lidl

Stuart and Sandra Steele generally run the Sweet stall [ 01384 – 625791] but this needs confirming before each show.

On nights when there are large parties in the audience it is advisable to ask them to pre-order and prepay for ice cream on arrival and prepare these orders before stocking the trays. Usually we have spare boxes which can be left in the freezer.

### Refreshments

If Gerard and Sally Anne Rickward are not available for show week, increase the FOH team to 8/9 as two people are needed for refreshments both before the show and in the interval

### General Quantities

For show week allow:-

- 20 pint milk - UHT for economy
- 2 x 200 gram jars coffee
- 120 + tea bags
- 1 bag sugar

### Non food

- 2 x antibacterial sprays
- packet of J clothes
- bottle of floor cleaner
- washing up liquid
- tea towels
- black sacks [ check with John Elwell for large school sacks]
- check First Aid box contents are in date and replenish if necessary

At the end of show week the FOH manager should ensure that all FOH equipment is returned to the shed and if possible keep a list of quantities remaining.