

# Front of House Duties

Please arrive by 7pm (1:30pm on a matinee)

Dress code is smart casual on a black/white theme with a F.o.H badge

## Fire Regulations

Familiarise yourself with the fire exits and fire points and action (see below)

### Pre Show

1. Put out tables and chairs along the window in the foyer
2. Help prepare Box Office (Get tickets and float from bar)
3. Put out seat numbers in the auditorium.
4. Put a **next show** advert on each chair in the auditorium.
5. Ensure curtains are closed on both sides including blinds at top, windows open/closed appropriately.
6. Check that the black-out strips are on the doors (kitchen and corridor).
7. Ensure signage (if required) in foyer is correct.
8. Help set up the Tea room chairs .
9. Help organise programme selling with the refreshment staff.
10. Auditorium doors may be opened at 7:30 once safety checks are completed by the lighting/sound crew.
11. Check tickets as the audience enters the auditorium, helping to direct theatregoers to their seats. Please note - only plastic glasses to be taken inside.
12. Liaise with stage manager via lighting/sound crew to commence show at 8.
13. Close auditorium doors prior to play's commencement and ensure corridor and foyer lights are off.

### During Show

1. Watch out for late comers or those wishing to leave the auditorium and assist as appropriate.
2. Interval - open the auditorium doors and turn on the corridor and foyer lights.
3. Assist in any queries from the audience.
4. Liaise with stage manager via lighting/sound crew to commence second half.
5. Close auditorium doors prior to play's commencement and ensure corridor and foyer lights are off.

### After Show

1. Assist any theatregoers as needed.
2. Collect seat numbers and signage and left over advertising material.
3. Check that auditorium windows and doors are closed.
4. Return badge to bar.
5. Help put away foyer and tea room tables / chairs if required - auditorium chairs are done by hall staff.

# Box Office Duties

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## Pre Show

1. Set up the box office table to the right of the bar.
2. Obtain float, seating plan, ticket reports (2 of) and “on the night” tickets from the bar
3. All those that have bought their tickets via Ticketsource should have printed off their own tickets and only need to present them at the auditorium doors and will be listed on the ‘TS’ ticket report for any queries.
4. Those that have bought their tickets via the box office telephone number and either need to pay and collect their tickets or just collect their tickets - these will be listed on the “cash/chq” ticket report and are given an “on the night” ticket (one per transaction)
5. There is no need for those with tickets to come to the box office.
6. Those buying on the door can be issued with an “on the night” ticket (one per transaction). Use the seating plan to allocate seats.

**PLEASE NOTE THAT ALL TICKETS ARE NON-REFUNDABLE**

# Bar Duties

**Please arrive by 7pm (1:30pm on a matinee)**

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1. Float should be in the bar.
2. Set up the bar as appropriate - lemons, ice , tea towels , bar mats etc.
3. Bar is officially opened at 7:30 but can be opened earlier if ready.
4. Interval drinks can be ordered before the performance using the order form (or notepad) supplied and are left on the tables on the opposite side of the foyer.
5. Only plastic glasses can be taken into the auditorium - Please ask if they need one.
6. Please note that the bar is open after the show.
7. Please take note of any stocks running low.
8. At the end of the evening everything needs to be washed and ready for the next performance.
9. Here's how to use the Izettle card payment system.

1. Turn on the tablet - switch is on the right side.
2. Password - TBDS
3. It should automatically tune in to the hall's Wifi.
4. Tap on the iZettle App.
5. Turn on reader - switch on top.
6. It should automatically tune in to the tablet via bluetooth.
7. "amount" - should show top left (if "products" is shown - tap and select "amount" )
8. Enter the full amount and tap "card" - bottom right.
9. The amount should automatically show on the reader.
10. (if wrong use the back arrow top left to go back)
11. Hand reader to customer to use contactless (max £30) or chip and pin.
12. They follow instructions from the reader.
13. Any errors - press the the trash icon (mid right) to delete everything !

# Fire Action

## IF YOU DISCOVER A FIRE

1. Immediately operate the alarm call point (this is situated in the corner of the foyer by the main entrance doors).
2. Attack fire, if possible, with appliances provided but without taking personal risks.
3. Appliances are situated at ...
4. Corner of foyer.
5. Corners of auditorium by fire exit doors.
6. In the corridor.
7. In the kitchen.
8. Call the Fire Brigade giving the address of **Village Hall, Coppice Row, Theydon Bois, Essex, CM16 7ER**
9. Ensure that everyone evacuates the building using the nearest available exit.
10. Exits are located at
  - a. Main doors in the foyer.
  - b. Two side auditorium doors onto the lawn.
  - c. In the corridor behind the kitchen.
11. The assembly point is the rear of the car park.
12. Do not stop to collect personal belongings.
13. Not re-enter the building.