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| *Remember, the FoH Manager is in charge of the Theatre during performances* |
| Please arrive shortly after the show is due to start to allow sufficient time to get ready. Check in with the FoH Manager on arrival. Please let them know whether or not you are first aid trained. |
| Empty the dishwasher of clean cups and saucers. Laying out about a dozen ready for use. |
| Before you turn it on: fill one of the coffee jugs with water and pour into the top compartment of the machine. Place the empty jug on the bottom hotplate, without a lid. Remove filter drawer. Put in a new filter and add to this one rounded scoop of coffee. Turn coffee machine on, bottom plate only. |
| Fill and boil the kettle. When boiled, pour some into both teapots, to warm. |
| Open the hatch by removing the peg in the righthand side. Place onto the left-hand side of the counter the price list, til screen and card reader and a few Fruit Shoot drinks, leaving most of the counter clear for customers. Place the selection of biscuits to the right-hand side. (We give these away ‘free’ with tea and coffee, so invite customers to pick a pack.) |
| Unlock the ice cream freezer, putting the key somewhere safe for locking back up later. |
| Pour half a pint of milk into the brown jug. Put this and the basket with sugar, napkins and stirrers out for customers to help themselves. Ensure the bin is no more than half full and position close to the table for customers to use. |
| 20 mins before the interval is due to start turn the coffee machine off so that you can add another jug of water to the machine. Change the filter and add another rounded scoop of coffee. Put the full jug on the top plate and the empty one on the bottom plate (no lid). Turn the machine on, both plates this time, so that you’ll have two hot jugs of coffee. |
| 10 mins before the interval. Boil the kettle again. Empty the ‘warming water’ from the tea pots. Add two bags to each and three quarters fill them with boiling water. Refill and boil the kettle ready for decaffeinated instant coffee, should you need it. (We don’t do decaf tea.) |
| During the interval the Steward has been asked to help you with tea and coffee. |
| We are a cashless theatre, but if the electronic tils stop working there is an emergency float in the cellar room, behind the bar. Occasionally, it may be easier to accept the correct cash from a person, rather than wait for them to attempt to find someone with a card. In which case, the cash can be added to the emergency float at the end of the interval. |
| After the interval, offer drinks to FoHM and bar staff before throwing it away and rinsing the jugs and tea pots. Turn off the coffee machine and throw away the filter. Rinse and add to the dishwasher all used cups and saucers. If there is a full load, add a tablet and set the washer off on a short cycle. This can be emptied by the next person in. |
| Put everything back onto the table where it came from. Lock the freezer and the shutter. |
| If the fire alarm goes off, check with the FoH Manager it is not a false alarm and if not assist as directed. |