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| *Remember, the FoH Manager is in charge of the Theatre during performances –*  *not the director or stage manager.*  *It is also the role of the FoH team to positively welcome visitors to the theatre*  *and help whenever necessary.* | |
|  | Check in with the FoH Manager on duty on the night **45 mins** before the start of the performance as to whether there are any special requirements. |
|  | Check that the toilets are all clean and tidy and well stocked with soap and loo roll etc. (More supplies can be found in the small kitchen just past the gents.) |
|  | Collect and put on the “Steward” lanyards from the lefthand cupboard in the bar area. Also collect a torch, first aid box and any programmes (in box office area) to be distributed. Stewards need to take the torch and first aid box into the auditorium. |
|  | Familiarise yourself with the auditorium seating layout before the audience arrives so you can direct people to their seat numbers when necessary. There is no row D. |
|  | The FoH Manager will provide you with a copy of the list of ticket purchases should an audience member need reminding of their booking details. |
|  | The FoH Manager will give the go-ahead to open the main entrance doors. The FoH Manager will check first with the Stage Manager when the audience can enter the auditorium. |
|  | Offer booster seats to the children in the audience at the door into the auditorium. These are usually stored at the back of the auditorium and should be returned to the stack at the end. |
|  | When all have entered - proceed to the auditorium and sit either side of the auditorium to monitor the audience during the show. In the unlikely event that there is a disturbance among the audience please investigate and if necessary, call for the House Manager who will be in the Foyer. |
|  | Report to the House Manager during the interval if the air con/heating system needs altering. (Ensure that it is turned down again for the re-start of the show.) |
|  | During the interval please help the tea and coffee person in the kiosk. Once the queue for hot drinks has subsided, please return to normal stewarding duties. The tea and coffee person will tidy up after the interval. |
|  | In the unlikely event of an emergency: if an audience member falls ill the steward should go to assist, trying to avoid any interruption to the show. Alert the House Manager if necessary. Assist the member of audience to exit the auditorium to the Foyer to recover or if necessary to call emergency services. The Details should be entered in the Accident Book located in the pigeon-hole in the main office. |
|  | If the fire alarm goes off, check with the FoH Manager it is not a false alarm and if not assist with orderly exit of audience through the **side fire exit doors**. |
|  | At the end of the show assist with the orderly exit of the audience. Once the auditorium has emptied collect any left behind rubbish or glasses to be returned to the bar. |
|  | Return your lanyard, torch and first aid box and check out with the House Manager. |
| *A reminder that the Front of House Manager sits outside the auditorium in the Foyer during the show.* | |