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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.* | |
|  | Upon arrival, **an HOUR BEFORE curtain-up** put on the “Front of House Manager” lanyard to be found on the shelves by the toilets. If appropriate, turn on the heating and lights in the foyer. |
|  | Next, check with the **Stage Manager** the show running time and the timings of any planned intervals. Also, who to phone when the audience is seated to start the show. Check that there is a **recorded** announcement before show commences - if not the FoH Manager will need to read an announcement from front of the theatre – a copy of which will be supplied. |
| \* | Check that the **new air cleaning unit** in front of the stage area, is switched on. It should be switched to “4” (high) when you arrive but must be switched to “1” (low) **and NOT left on AUTO** before the show commences. *Please note this unit is separate from the Heating & cooling System.* |
|  | **Heating/Cooling System**: FoH Manager is responsible for monitoring heating, however it is probably best left to the **SM** to adjust the controls as they are difficult to access from the auditorium in the studio. Liaise with **SM** if the temperature in the theatre needs altering. Before the audience enters ensure system turned **down to 1 fan level or turned off.** The systems may need altering in the interval. |
|  | Check **fire exit** from the auditorium is clear of any obstacles & emergency **exit lights are on.** |
|  | Familiarise yourself with the seating layout and seat numbering. |
|  | Put ‘barrier’ across door to the auditorium. Distribute programmes for the show. |
|  | Open the **external entrance door at least 45 mins before the show starts.** Keep entrance to auditorium closed until you have checked with the Stage Manager that it is alright to allow the audience to enter. Once this is appropriate remove the ‘barrier’ and welcome the audience in. |
|  | Have a copy of the **printed list of ticket purchasers** ready or given to the steward in case an audience member needs reminding of their booking details. These will be emailed you in advance of the show or you will have access via a new iPad. This will also identify the empty seats should **customers purchase tickets at the bar.** |
|  | **Phone the stage manager** - using the phone by the bar, 10 minutes before the show start to alert him/her that show is due to start in 10 minutes. Be aware that you need to communicate any anticipated delays to the Stage Manager. |
|  | When audience have all taken their seats **confirm “go ahead” to stage manager** and close the door to the auditorium. Repeat this at the end of the interval if there is one. |
|  | Open the door during the interval. Check that everyone is back in before giving the go ahead to the **SM**. |
|  | **At end of performance** prop open the door andhelp with orderly exit of audience from theatre and collection of any left behind glasses or rubbish.  ***Under usual circumstances it is the role of the Front of House manager to secure the theatre at the end of the evening, unless previously agreed with either the director or stage manager.***  Return lanyard to FOH equipment tray. |
|  | **In the unlikely event of an emergency:** If the fire alarm goes off, check quickly with the stage manager whether it is a false alarm which could have been triggered by show effects. If not, stage manager will stop the show and FoH team help with orderly exit of audience via emergency doors only not back through the Foyer. Phone 999 for emergency services.  In the event of an accident involving a member of the audience, cast or crew full details must be recorded in the Accident Book located in the pigeonhole in the main office. |
| *A reminder that the Front of House Manager sits outside the auditorium in the Foyer during the show.* | |

**\***May no longer be required.