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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.  |
|  | Collect and put on the “Steward” lanyard to be found on a shelf by the toilets, or in the bar area. Also collect a torch, first aid box and any programmes to be distributed. |
|  | Familiarise yourself with the auditorium seating layout before the audience arrives so you can direct people to their seat numbers when necessary. |
|  | 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 – there is no longer any need to check-off audiences |
|  | The FoH Manager will give the go-ahead to open the main entrance door. The FoH Manager will check first with the Stage Manager when the audience can enter the auditorium. |
|  | Stewards need to take the torch and first aid box into the auditorium.  |
|  | When all have entered - proceed to the auditorium and sit on the designated seat, usually one of the **first two seats in the front row**, 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.) |
|  | **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 door**. |
|  | 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.* |