

Central Alberta Theatre

Position Description

Studio Theatre Front of House Coordinator

The Studio Theatre's Front of House Coordinator's role is to ensure the smooth operation of front of house for each CAT production, and to lead in providing a warm and welcoming atmosphere for theatre patrons. The person or persons in this position shares the vision and mission of CAT.

Reporting: the position reports to the Front of House Manager.

Working Relationships: during the run, the position liaises with the stage manager of the production and the Vice President – Productions as outlined in this document.

Etiquette

Theatre volunteers commit to behavioral etiquette throughout their time with the production in order to show respect to the stage manager, the play, the actors, the audience, and CAT:

Overall

- I shall look upon the production as a collective effort demanding my utmost cooperation. Hence, I will forgo the gratification of ego for the demands of the production
- I will **always** treat everyone who is a part of the production with respect and dignity (i.e. the actors, stage manager, director, production manager, Vice President – Productions, designers, technicians, etc.)
- I will not mistreat, direct or put unnecessary strain on my fellow volunteers because it can lead to miscommunication, hurt feelings, tension, broken trust and anxiety. I do not want this to happen
- I will not arrive for rehearsals or performances under the influence of any drugs or substances for this will automatically remove me from the production

Duties

On-going

- Become familiar with the written board-approved policies and procedures as they relate to CAT productions and follow them

Pre-Production

1. Prepare volunteer usher/ticket taker schedule for the run. Two ushers/ticket takers will be needed for each performance.
2. Ensure each volunteer has been given a handbook specific to their position. These will be available through the Front of House Manager or the Production Manager.
3. Obtain programs and any stuffers or other print material from the Production Manager.
4. A day or two before each production, contact the ushers on that shift to remind them.

During Production

Prior to each performance:

1. Pick up reserved and comp tickets from BKL ticket centre for that performance.
2. Monitor the ushers/ticket takers for any inappropriate behaviour/conduct or dress code violations and take action to remedy, including sending the volunteer home if necessary.
3. Provide orientation for the ushers/ticket takers (seating map, fire evacuation procedures, washroom locations, run time for the show, house size, special effects, etc.)
4. Provide a CAT volunteer badge to each usher.
5. Prepare the house prior to opening the doors (distribute programs, stuffers to ushers, etc.). Suggested call time for ushers/ticket takers is half an hour before doors open.
6. Obtain cash box with float and process walk-up patrons if show is not sold out.
7. Ensure all tickets are accounted for and patrons have been seated.

During each performance:

1. Monitor the audience for any problems: smoking, camera usage, someone in distress, inappropriate behaviour. Address any issues promptly and courteously. If needed, advise or involve the stage manager during intermission or after the performance.

2. Apprise the stage manager if there are any recurring issues or major problems that need to be brought to the attention of the Production Manager.

After each performance:

1. Ensure CAT volunteer badges are returned to you.
2. Gather any unused/lightly used programs for recycling.
3. Reconcile cash and float in cash box with number of tickets sold.
4. Return cash box to its location.

