

APPENDIX 5

FRONT OF HOUSE DUTIES – EASY AS ABC to Z

Please remember that you are the public face of the Carver Theatre and that you are responsible for safety, security and comfort of all front of house areas. In the event of an emergency or incident, the Control Room will inform you by radio. Dress is smart casual with a steward lanyard.

- A. Arrive via the Chadwick St entrance [1] 15 minutes before opening time e.g. 6.45 pm. Instructions below can be followed in order, starting from the Bar. Some things may have been done by Bar or Stage staff.
- B. Unbolt the fire door in the Bar area [2].
- C. Open the double doors at the top of the stairs [3], there are hooks to hold the door at the bottom of the door.
- D. Go down the stairs and fasten back the doors to the Auditorium near the Green Room [4]. Check if house lights are on in the Auditorium (at top of walls). If not, and the centre lights are on, switch OFF the switch above the Auditorium doors. See House Light section in item I.
- E. Go into Auditorium and unbolt fire door to car park [5]. **DO NOT OPEN THE DOOR UNLESS REQUESTED TO FOR DISABLED ACCESS.**
- F. Go through the Green Room to area between it and the Kitchen [6]. Switch on emergency lights on the panel on the wall on the right. Centre switch should be down and lit green.
- G. Check the **Emergency Lights** work in the Dressing Room, Green Room, Corridors, Toilets, Foyer and Auditorium. [7a – 7n]
- H. Go to Foyer, fasten doors back [8]. Collect Steward lanyard and a two-way radio from the charger in the Ticket Office [9].
- I. Go to Kiosk [10] and switch on lights, (**bring torch if poss.**). Switch on lights for Exit, Foyer, Box Office and outside. If House Lights (at top of walls in Auditorium) are off, switch on the switch marked 'Theatre'. **Do NOT switch on the switch marked 'Cleaners'**
- J. If cold, switch on air curtain above outer door [11] (2 switches on heater and 1 in kiosk marked "Air Curtain" [10]).
- K. Fasten back doors from Foyer to Auditorium [12] and open inner emergency doors opposite Box Office [13].
- L. Unlock padlock on outside door [11], key is on hook in box office. Padlock and key put back in Box Office [9] when performance is on and public still in Theatre. Check and make yourself aware of the Fire and Incident emergency procedure (in FOH folder in Box Office [9]). First Night only – set the clocks next to Box Office [9]
- M. Check the 3 toilets [14][15][16] for supply of toilet rolls and towels and replenish as necessary from the cupboard in Ladies Toilets [14]. This should already have been done by Facilities.
- N. At relevant time – 7.00pm for plays / 1.45pm - matinees / 5.45pm – panto and junior shows, open the front doors [11] and secure open. If bad weather, check if all are ready then can open doors early.
- O. Check tickets and greet and assist public to find seats, Bar and toilets.
- P. Close outer door [11] at 7.44pm / 2.29pm / 6.29pm, close both sets of doors from Foyer to Auditorium [12] and from Foyer to Lobby [8]. Check the toilets [14][15][16] are empty and close doors opposite Green Room [4]. Check bar [2] empty.
- Q. **Notify stage staff the performance can start.**

- R. Move Sign to be left inside the Lobby **[11]** advising people to use Chadwick St. entrance for late arrivals.
- S. A member of the Front of House team to be present in the Auditorium throughout every performance with the two-way radio, seated in the location designated for the purpose **[17]**. This will allow a clear view of the audience so that assistance can be offered to any audience member in difficulty. The other FoH staff member to wait in the Bar **[2]**.
- T. **Front of House must remember they are responsible for what goes on in public areas until the public has left the building and must be ready to respond to any emergencies. The Control Room will inform via radio and you should go to Auditorium or Foyer to deal with the problem, unless the emergency is obvious.**
- U. **When interval bell rings once** – the Bar FOH person open doors at top of stairs **[3]** and goes downstairs to wait outside Green Room door **[4]**. At the interval when House Lights are up, open and fasten back doors to Auditorium **[4]**. One person should wait between Green Room and Auditorium to prevent unauthorised access to Green Room **[4]**. Lighting and Sound operators will enter the Green Room. The other person should wait near to the outside door to check the front door in case anyone wants a smoke **[11]**. Don't lock them out at end but check before closing door at end of interval.
- V. **When Bar has emptied after interval** - check toilets **[14][15][16]** and when these are empty close both sets of doors leading to Auditorium **[12][4]** and **advise the stage staff the show can continue**. One Front of House person goes to Bar **[2]**, closing doors **[3]** along the way and one person goes to the flip-seat in the Auditorium **[17]**.
- W. When warning bell sounds for end of show, Bar FOH person open doors at top of stairs **[3]**. Then wait at Green Room door **[4]**. Open the doors only when the House Lights are up at end of show, Then open the door to car park for additional ways to exit **[5]**. Remain at the doors.
- X. The FOH person from inside the Auditorium **[17]** to go to Foyer via the back of the Auditorium, open Foyer to Auditorium doors **[12]** and the doors between Foyer and Lobby **[8]** and then the outer door **[11]** and **remain** ready for audience to leave. Stay by doors until everyone has left.
- Y. When Auditorium is empty close fire doors **[5]**. Close but don't lock the outer door **[11]** to Foyer. Leave all lights on and report to Bar staff that Auditorium is cleared and outer doors closed but not locked. The sign at the top of the stairs showing exit through stage door to be placed in front of the doors to stairs.**[3]**.
- Z. Go to Location 6 and switch **OFF** Emergency Lights. Put your radios back on their chargers. You may then leave. Very many thanks for your assistance.

Raffle Winners

There are two blackboards on which to write the raffle winning numbers, one on the Bar and one outside the Green Room. Ensure the board surface is dry before writing the numbers.

Use of Radios: See separate instructions in Red File in Box Office

EMERGENCY NUMBERS

Electricity	0800 195 4141
Gas	0800 111999
Water	0845 672 3723
Floodline	0845 988 1188