

SPECIAL NOTICE FOR ALL VOLUNTEERS

– BRINGING SPOTLIGHT UP TO WHS COMPLIANCE

FRONT OF HOUSE DUTIES

While we hope that you enjoy the social interaction of Front of House duties, be aware that there is work to be done and commitment required.

NEW RULINGS APPLY:

No alcohol to be consumed while on duty. FREE drink at close of performance must be signed for in Bar Drink Register.

ALL Bar and Front of House to sign in on arrival– Register is in the Box Office.

The Host for the performance is responsible for the smooth running of the theatre and ALL Bar and Front of House must abide by the Host's requests.

There must be no disputes between volunteers, cast, crew, etc. aired in front of public - please see the Host to sort it out.

There is an Emergency Evacuation Procedure (updated 21/2/09) in the Box office which needs to be read and a checklist which has to be filled in, signed, witnessed and dated then returned to the theatre for filing purposes.

PLEASE NOTE: The above is required by W.H. & S. and the Fire Department.

Our evening shows start at 7:30 pm and matinees at 2:00pm. We need staff to arrive 1 hour prior to a show, and certain jobs have to be taken care of so that we can open to the public on time.

Foyer and outdoor areas to be ready by 6:30pm and 1:00pm respectively, and the auditorium by 6:45pm and 1:15pm respectively.

For this purpose the toilets need to be checked, fresh paper and towels made available, bins emptied, any cleaning if needed. Foyer to be vacuumed/swept if required.

Auditorium to be tidied, tables and chairs arranged, floor to be vacuumed/swept if necessary.

Prepare programmes and raffle tickets for sale and be sure flyers are available. Flyers to be placed neatly on tables; avoid covering the table numbers.

STAFF REQUIREMENTS:

1 Host (committee member), 1 Box Office person, 1 Programme Seller, 3 Ushers – (WHS)

During the show: 2 Ushers are required to remain in the auditorium to guide audience members in and out, using their torch. If there are seats available other volunteers may utilise these spare seats to watch the show ensuring that they do not disturb the paying audience. If there are no spare seats then they must stay in Foyer or outdoor seating area maintaining a quietness befitting a Theatre.

Interval: requires at least 2 people to sell raffle tickets (as there is a time limit for drawing the raffle), other staff to help clear tables of glasses and rubbish. Several pairs of hands are required to scrunch the raffle tickets for the draw.

After the show: all front of house volunteers must allow at least five minutes for the majority of the audience to exit before entering the auditorium to assist in cleaning, tidying and general clear up. In that five minutes they should LISTEN TO FEEDBACK, try to sell programmes, hand out flyers for the next productions, generally thank the audience for supporting Spotlight and tell them we hope to see them again at the next show.

Spotlight is known as the friendly Theatre and Front of House and Bar volunteers are asked to keep this reputation going.

Please try and give of your time three or four times per show and be sure to turn up. A rostered continued failure to do so, would be a reason that you would find you are not being called on to work Front of House.

We like to present ourselves as professional, happy and helpful. Dress well and for some shows, dress to suit the theme of a show e.g. western, space, glamorous. We also ask that you realise your offer to work Front of House is just your offer, and that we only expect **you** to turn up. As much as we are a family theatre, extra family members, especially children turning up to assist can be viewed as unprofessional by our audience. This could also be a problem insurance wise, if an accident should occur. A further problem is that if a fire should occur, your attention would be on your child/ children's safety and not on your responsibility as an Usher to guide our audience to safety.