**Appendix B**

**SMILE PRODUCTIONS**

**Front of house Policy**

Front of house staff are the first people that the audience see. They are representatives of the society and should appear welcoming and helpful at all times. Traditionally FOH staff wear Black and White to show that they are 'officials'. They must also wear Steward's badges/lanyards to distinguish them from the audience. FOH staff should be at the venue at least 1 hour before the performance starts, and the expectation is that they will stay throughout the evening to cover interval duties, help with any emergencies and to ensure that the venue is left in a fit state at the end of the evening. It is hoped that adult members of the society and/or parents of junior members not actively involved in a production, will commit to some FOH duties during show week. A team of 6-8 is required for each night, including the FOH Manager, Ticket Scanner/s, refreshments and sweet counter staff.

The duties of the **Front of House Manager** are to:-

* Contact society members / families for availability during show week and confirm the day/s that they will attend
* Arrange a team of people to cover each night/matinee of the show [6-8 people]
* Create a duty rota for each performance and display this during show week together with what each duty entails.
* Ensure that there is sufficient stock for refreshments
* Liaise with whoever is buying sweets and ice cream and monitor stocks during the week
* Liaise with the treasurer for floats and ensure all money is handed to him/her for counting after each performance.
* At the end of the show the FOH manager should ensure that all FOH equipment is returned to the correct place of storage and if possible keep a list of the quantities remaining.
* Put up signs for seat numbers / no smoking / admission times/ refreshments/ 'no admission back stage' / strobe and flashes warnings [if required]
* Put up screens to block the corridor to the dressing rooms and ensure there are sufficient large tables for sweets/raffle/programs [4 tables]
* Time the dress rehearsal and note the final number before the interval so that the FOH staff can prepare the ice creams etc.
* Liaise with the stage manager as to times for the final call which takes place at 10 minutes and 5 minutes before the start of the show and at 10 and 5 minutes before the end of the interval
* Liaise with social committee regarding events during the week and collect FOH names and monies
* Ensure the venue is clear of all rubbish at the end of each performance
* In the event of any accidents, the FOH Manager needs to complete the Smile Productions accident book which is kept with the First Aid box, in conjunction with an appointed First Aider. The venue will also need to be informed for their records.
* Ensure that any lost property is left, during the show, at the reception desk and at the end of show week, any unclaimed property is handed to the venue.

FOH staff should be assigned to the following tasks:

**Pre-show:**

* Programme sales
* Raffle tickets sales
* Refreshments (sweets/crisps)
* Directing the audience to their seats
* Indicating toilets and disabled toilets
* Ticket scanning

**Interval:**

* Selling ice creams
* Refreshments
* Collecting rubbish
* Monitor any smoking and redirect people off site to the smoking areas

**Post show:**

* Clear the theatre of any rubbish – any 'lost property' should be handed in with a note of the row and seat number.
* Clean all tables in communal areas and re-position furniture if necessary
* Clean kitchen surfaces and pack away any equipment used

Currently an announcement for the welcome / no smoking / silence mobiles and rubbish reminders plays at the start of the show, during the interval and at the end of the show. The initial announcement MUST also include that photography and taking of videos is prohibited by the conditions of our licence.

The plan for each evening is as follows:

• Put out all signs, tables for front of house stalls and ensure all bins have new bin bags in. The signs are: -

1. Auditorium opening times
2. Refreshments
3. No admission back stage
4. Strobe and flash warnings [if required]
* Reposition tables to give more floor space.
* Ensure each member of FOH has checked their duties – Ushers in auditorium, Raffle sellers to be positioned in the front of house area, Programme sellers to be positioned in the front of house area and one in the foyer of the auditorium, if necessary
* The final call is made 10 minutes before curtain up and repeated at 5 minutes
* During the first half of the show fold raffle tickets for draw
* During second half of the show draw raffle in order that the results can be announced at end of the show. Fix the winning tickets to relevant prizes.
* During the last 5 minutes of the first half, prepare ice creams, distribute float and black rubbish sacks to the auditorium ushers.
* At half time ensure all doors to theatre are open to cool the auditorium and if necessary open the fire doors
* When the 10-minute final call is heard, ensure the fire door is secured
* Wipe tables and collect rubbish
* At the end of the performance position a member of FOH at each exit point with a black sack for rubbish
* Check toilets used by public for tidiness i.e. paper left on the floor, paper towel bins full, taps left on etc.

**People acting as Ushers**

* Show / direct people to their seats, ensuring they are in the correct seat – not everyone looks at the seat numbers and some seats are not in numerical order. ALL TICKETS MUST BE SCANNED ON ENTRY. This is to enable us to keep a check on the numbers in the auditorium in the event of us needing to evacuate the venue.
* Ensure that at the start of the show the doors are closed
* Open the doors for the interval and if necessary open the fire doors to cool the theatre. You may be required to sell ice cream at this point.
* Close doors and fire doors for the second half.
* After finale and curtain calls, open doors and have black sacks ready to collect rubbish
* Advise FOH manager of any problems that occur e.g. double booking/ illness
* **Auditorium lights will be controlled by the lighting crew – liaise with the Lighting Operator**

**Specific duties of Front of House Manager concerning Health and Safety.**

Working with the **Lead Person** and the **backstage manager** to ensure that all **relevant persons** comply with the provisions of the Health and Safety policy. FOH staff must sign in and out each night that they are on duty and should familiarise themselves with the Fire Code.

1. To keep a record of the location of the nearest telephone to be used in the case of an emergency and/or ensure that at least two members are nominated as having a mobile telephone to hand to be used in the case of an emergency. Mobiles should be checked prior to each performance to ensure appropriate signal strength and reception.
2. Ensure that all FOH staff have identified themselves to each other.
3. Ensure that the front of house team take care of the increased risks of raked floors, dimly lit areas and the special precautions that need to be taken with infirm or disabled persons.
4. Ensure that the policy of no smoking and no alcohol is complied with by all relevant members.
5. Ensure that all FOH staff have been advised of the procedures that they should follow in the event of an incident such as an outbreak of fire, first aid emergency etc.
6. Ensure that FOH staff have been made aware of the location of the nearest telephone, the location of the fire extinguishers, the route to be used in the event of the need to evacuate the building, the procedures to be used to evacuate patrons in the event of an emergency and the location of the assembly point(s).
7. Ensure that all FOH staff have be given specific instructions and training connected with their duties.
8. If the fire alarm is activated during a performance a pre-nominated Front of House staff member will announce to the audience, the evacuation points and assembly point outside of the school on the main car park well away from the building. This will be done using the microphone from the sound desk.
9. Following evacuation, the front of house staff will take a head count of the audience to check that the head count, from ticket stubs, matches the people evacuated.

**General FOH duties**

* Selling programmes and raffle tickets
* Direct people to their seats
* Sell ice cream during the interval – if in the auditorium ensure that the fire doors are open to cool the theatre.
* Ensuring foyer and theatre are clean after the interval and at the end of the evening
* Help with front of house sales on all stalls before the show and during the interval

At the end of show week the FOH manager should ensure that all FOH equipment is returned to the shed and if possible keep a list of quantities remaining.