



## Glenbrook Players Inc. Standard Operating Procedure

### Front of House Manager

#### **Rationale**

That the duties and responsibilities of the Front of House Manager be clearly stated and should be understood by those taking on such a role.

#### **Preliminary:**

##### ***Tech Rehearsal:***

1. Enquire about dietary requirements for actors and crew
2. Contact members to help in kitchen preparing food for lunch breaks
3. Organise purchases of catering
4. Go through kitchen cupboards to find out what must be restocked (coffee, sugar etc.) for performances

##### ***Dress Rehearsal:***

1. Contact members to help in kitchen preparing food for lunch breaks
2. Organise purchases of catering
3. Organise 3-4 bottles of champagne and chips for "After Dress Rehearsal" celebration

##### ***Performances:***

1. Liaise with publicity re printing and supplying of programmes
2. Contact members and organise teams for each performance (advice that the dress code for FoH is black or black/white)  
Usher: 2–3 members (depending upon audience numbers)
3. Tea & Coffee: 2–3 members (depending on audience numbers)  
At last performance each week the crew needs to help cleaning everything out
4. Other nights, half of helpers can leave after intermission (front of house manager discretion)
5. At last performance liaise with president re cinema tickets for crew members as a thank you and organise with cinema to be ready and in envelopes before the end of the show
6. After each performance week give donation money to treasurer.

***Complimentary tickets:***

1. While complimentary tickets for reviewers, sponsors, etc., need to be approved by at least two committee members, the FOH Manager has the discretion to allocate seating to members who have provided a service to the production, such as FOH support, the director, cast member, designers, camera operators etc., at the last minute if there are seats available.

***Supper at Opening Night:***

1. Organise purchase of catering and alcohol for after show supper.

***First Sunday matinee (end of first week performance) and last performance:***

1. Clean out the side wall after interval (chairs, tables, posters, mood lights etc.)
2. Broom side hall and kitchen if dirty spot clean or clean it entirely
3. Lock all cupboards
4. Check toilets next to kitchen and remove trash
5. Remove all trash from kitchen
6. Allocate members to take recyclables with them.
7. WE RECYCLE AS MUCH AS WE CAN!  
(At the moment: glass, paper, plastics, soft plastics, compost)
8. We are responsible for the removal of our own garbage.

***After the show has finished:***

1. Organise presents for cinema owners with a thank you card.

**PERFORMANCE SESSIONS:**

1. Liaise with publicity re printing and supplying of programmes, get programs folded
2. Put up urn and fill it with water, turn urn on
3. Set upside hall with tables and chairs, put up posters and flashlights on walls, put up publicity banner, position mood lights and 2 tables for tea, coffee, milk and biscuits and donation sign, 1 table for coffee/tea distribution (put about \$10.00 in gold and silver coins in donation container)
4. Allocate jobs for tea/coffee, ushering/program distribution and distribute FoH tags
5. In case cinema staff are too busy, help scanning tickets of patrons

6. Cinema staff will take care of lighting of theatre, which can be accessed from the front (chandelier, step lights etc.), in case they are too busy FoH manager will do it
7. Liaise with stage manager re opening of doors at 7.10pm nightly performance and 12.40pm at matinee performance, communicate with backstage via headset and/or lighting crew
8. At 7.10pm/12.40pm doors will be opened, and patrons shown to seats (ushers offer programs and wish them a great night). Ring bell 10-15 minutes prior to performance starting (depending on audience numbers)
9. Communicate with stage manager/lighting crew when everyone is seated, give heads up for starting play.
10. Keep an eye on performance and let kitchen crew know 10 minutes before the break to start preparing coffee/tea etc.
11. Keep an eye on performance time and be available to turn on the rear step lights and chandelier (FoH or cinema crew) after the house lights come up at interval and open doors.
12. Allow 15 minutes for interval (in agreement with stage manager), ring bell about three minutes before the end of the break and advise backstage that the audience are returning to theatre. Advise when all are seated and let SM and lighting crew know that the performance can start again. Turn off step lights and chandelier (FoH or cinema crew)
13. Count donations money and lock up in lockable kitchen cupboard
14. Clean side hall and kitchen

***We are responsible for the removal of our own garbage.***

1. Cinema crew will take care of cleaning toilets, carpet etc., but always offer to help
2. At end of performance open doors and turn on step lights and chandelier (FoH or cinema crew), open doors and farewell audience, ask if they enjoyed their night
3. The cinema crew will take care of cleaning toilets, carpet and theatre, but always offer to help!
4. The cinema crew will take care of locking up the theatre and turning everything off.

**SOP Number #002**

**Version/History**

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