



EAST LANE
THEATRE

FOH GUIDELINES

Copies of this handbook are

Held by:

Each member of the Executive Committee

Each member of the Theatre Management Committee

Each member of the Artistic Committee

One remains for reference:

- a. in the drawer of the Box Office
- b. in the kitchen drawer
- c. on the notice board by The Meredith

One will be given to each night's Duty Manager.

Relevant sections will be given when necessary to F.O.H. personnel and are to be found in appropriate cash boxes

Redacted version is also available on members page of the website

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FRONT OF HOUSE

F.O.H. is responsible for all aspects of relations with, and safety of the audience, and the smooth running of the theatre on the auditorium side of the curtains

OFFICERS

F.O.H MANAGER

- Supervises smooth running of FOH
- Responsible for staffing FOH:
 - a. Duty Manager
 - b. Usher / programme Seller
 - c. Pavilion Café support in interval
 - d. Bar x 2
 - e. Box Office
 - f. Car Park Security
 - g. Responsible for security of all money collected

PAVILION CAFÉ MANAGER

- Supervises Café area for audience
- Responsible for Back stage refreshments in interval
- Responsible for staffing of café
- Responsible for supply of refreshments
- Instructing Café staff

BAR MANAGER

- Supervises Bar area for audience
- Responsible for stocking of bar

EMERGENCY PROCEDURES (FOH)

IF YOU DISCOVER A FIRE

Sound the alarm by breaking the glass on the Fire Alarm Call Point.

Fire alarm points are located by:

Front Entrance Doors
Fire Door opposite the Meredith
Auditorium Fire Exit
Stage Door
Sid Lee Extension
Workshop exit

IN CASE OF FIRE

The fire alarm is a continuous ringing bell, followed by a PA announcement.

DUTY MANAGER

- Assume role of Emergency Controller
- Direct front of house staff to open all auditorium doors and front entrance door

Ensure that audience members evacuate the theatre using the nearest available exit. The exits are:

- Auditorium exit.
- Front Entrance
- Door opposite Meredith
- Provide assistance for audience members who require it
- Ensure front of house staff direct audience members to the most suitable exit (This will mean seats 1 — 5 going through the auditorium exit and seats 6 — 10 through the front door unless it is not safe to do so)
- Ensure that everyone knows the assembly point is in the middle of the field opposite the theatre
- Instruct front of house or kitchen staff to check that the toilets are empty
- Receive information from Stage Manager and others that all areas have been checked and no one is left in the building.

ELTC Front of House Guidelines

- Meet Fire Brigade and advise them that the theatre has been vacated and let them know if there are any areas that haven't been checked
- Ensure no one re-enters the theatre until the Fire Brigade have said it is safe to do so.

Note:

Most of the building is of wooden construction and will not resist a fire for any length of time.

The only safe option is to get everyone out and stay out.

IF you can safely reach an appropriate fire extinguisher and can deal with the problem immediately, follow the procedure below.

Fire extinguishers are located:

Café by oven

Café by exit door to toilets

Sid Lee extension

Theatre Fire exit door

By ushers chair

Stage door

Workshop exit

They should only be used to tackle small fires and only if you have been trained and if it is safe to do so. If in doubt leave the building.

IN CASE OF POWER FAILURE

- The emergency lights will come on in all areas.
- Open the auditorium doors
- The Stage Manager will make an announcement asking members to stay seated until the cause has been established.
- If the power is off after 10 minutes discuss with Stage manager whether to cancel the show and evacuate the theatre, offering a refund of the seat cost.

Note

The emergency lighting will stay on for 2-3 hours.

IN CASE OF ILLNESS

- 1 If the member can move then the FOH staff in the auditorium will assist them to the café bar area.
- 2 If the member cannot move then inform the Duty Manager immediately, who will inform the Stage Manager, who will decide on stopping the show.
- 3 Basic first aid (plasters/bandages/ eyewash) is available in the kitchen and backstage.
- 4 Do not hesitate to Call 999 for assistance. There is a mobile phone located in the box office.
- 5 NHS direct number:111

DUTY MANAGER.

The Duty Manager's Role is to ensure smooth running of F.O.H. on the performance night. He/she must ensure FOH Team are familiar with Theatre Safety Instructions in this manual and sign the safety sheet to confirm this fact.

PRE-PERFORMANCE

- All FOH staff should arrive by 6.45pm.
- Collect mobile phone from Box Office
- Check the FOH rota on the notice board by 'The Meredith' for team for the evening
- Ensure the following have been unlocked (All padlocks code 1812 or 18120)
 - a. Auditorium fire escape door
 - b. Main doors and roller shutter (fob in box office drawer)
 - c. Outside gates
 - d. Rear fire escape door (opposite The Meredith)
 - e. Patio doors and roller shutter (Fob hanging by shutters under shelf)
 - f. Doors to Sid Lee extension.
- Ensure the main gate and disabled gate stand open.
- Check the Auditorium
 - a. Remove any rubbish
 - b. Ensure emergency and stair lights are on. (Key switch in auditorium)
- Check toilets
 - a. Ensure they are clean
 - b. Empty bins if necessary
 - c. Ensure paper towels and toilet rolls are replenished.
 - d. Sweep Bar carpet if needed (put sweeper on charge by back stage phone)
- Ensure floats have been removed from safe and given to appropriate personnel:
 - Café
 - Bar + keys

Box Office Programmes

Note: The safe number shall be known to all members of the Executive Committee, to the F.O.H. Manager and to the Bar Manager. The safe number shall be changed when committee membership changes.

- Check on rota or with Box Office if disabled entrance needs to be used. Open it on request
- Check seat A1 has been removed for a wheelchair if necessary.
- Before opening main doors, ensure no cast members are FOH (with or without make-up).
- After advising FOH staff, open the main doors at 7.15pm (or earlier if people are waiting in bad weather).
- Open auditorium doors at 7.15pm (Check with Stage Manager first)
- Confirm with S.M. procedure for curtain up and late starting
- Ensure you and the Usher are aware of the evacuation procedure.

PERFORMANCE START CHECK (after 1 minute announcement)

- Check toilets are empty.
- Count the number of empty seats at the start of the performance and in the event of latecomers, keep track of the number of seats remaining empty.
- (This information is necessary in the event of evacuation of the theatre)
- Notify Stage manager ready to start
- Close auditorium doors
- Close main theatre doors
- Switch off Box Office and Foyer lights (in Box Office)
- Leave porch light on and gates open wide for emergency exit
- Close Bar doors
- One prearranged member as shown on FOH rota to sit on Usher's seat in auditorium.
- Latecomers have to be accommodated in the bar until there is a suitable moment for them to take their seats.

For safety reasons, nobody is allowed to sit on stairs.

DURING PERFORMANCE

- Check Bar, Toilets, Café and floor are clean
- Collect Programme and Box Office money for safe-keeping

INTERVAL

- Open auditorium and Bar doors
- Switch on Foyer and Box Office lights
- Ensure Mailing List, Advance Booking Forms and Membership forms are on display
- Liaise with Stage Manager at end of interval
- Repeat the process as at the beginning of the performance
- Ensure Bar, carpet, seats etc. are clean after interval

AFTER PERFORMANCE

- As at beginning of Interval
- Be on duty in Foyer to usher audience out
- When empty check auditorium for rubbish etc.
- Lock auditorium fire escape gates
- Remind person who is locking up the theatre
- Ensure there are no taps running in toilets and that they are ready for next night
- Ensure all money and bar keys are returned to the safe via the Duty Manager or in their absence a member who knows the safe number.
- Return the mobile phone to the Box Office.

USHER & Programme seller

- Smart black/white to be worn
 - Arrive at 6.45pm
 - Collect programmes from Box Office and the £10 float in black bag in 'Programme' tin
 - Stand at Bar entrance in foyer opposite the Box Office
 - As required assist Duty manager to close and open doors
 - Offer everyone a programme (£1 each)
 - Return unsold programmes to Box Office
 - Put money in tin reserving a £10 float in bag and locking this in tin
 - Hand tin to Duty Manager
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- The Usher is designated by the Front of House Manager. The Usher's seat is at the rear of the auditorium beside the Director's seat.
 - **NOTE:** The Usher's seat is directly under an air-conditioning unit and the temperature may be colder or warmer than average theatre temperature at different times of the year. The Usher should dress accordingly.
 - The Usher must be conversant with ELTC emergency procedures
 - The Usher must remain in his/her seat for the duration of the performance and must not swap for a theatre seat.
 - The Usher must be available to assist any audience member or members who get into difficulty during the performance for health or other reasons.
 - In the event of fire, the Usher shall ensure that the auditorium emergency exit is opened and shall direct audience members to leave the theatre by that exit or by the front door.
 - During the interval the Usher will be positioned by the main doors to the theatre and will remind audience members that food and drink are not allowed in the auditorium

BAR OPERATING PROCEDURES

UNDER AGE

On no account must alcohol be served to anyone under 18 years of age. If you do not know the person and you think they may be under 18, then please ask them for identification.

DRUNKENNESS

Bar staff have the right to refuse to serve anyone who they think may have had too much to drink.

It is now part of the Licensing Act that it is an offence to serve anyone who is drunk.

If you refuse someone a drink, please inform the Duty Manager so they can keep an eye on the individual.

FIRE EXITS

Bar staff must be aware of the fire exit routes from the bar area.

SMOKING

Smoking is now banned anywhere on the premises except on the patio outside the Cafe

PERMISSABLE AREAS

Drinking of alcoholic drinks is allowed only in the Foyer, Bar, Café and Patio. Drinks even in plastic containers, must not be taken into the Theatre.

AIR CONDITIONING

In addition to the wall heaters the bar area has an air conditioning unit that helps to keep the bar area cool or warm. The control is the small white box to the left of the wine dispenser.

Turn on using the button at the bottom and set the temperature with the + - control.

This unit must ne turned off at the end of the evening as it is not on the main control system.

VENTILATION

There are 2 ventilation fans in the ceiling and both of these should be turned on. Control is to the left of the wine cooler.

MUSIC

The volume control is the blue panel to the left of the wine cooler

BAR STAFF

ELTC waistcoats should be worn with white shirt and black trousers/skirt.

- Switch on bar, wine dispenser, and fridge lights
- Ensure bar and café area have been cleared of glasses
- Clean ashtrays & check patio ashtrays have been cleaned
- Empty bins to recycling bin
- Prepare ice and lemons (DR3 freezer and Bar fridge)
- Check all stock levels and ask the bar manager to restock if necessary
- Ensure cash is in the drawer (Duty Manager will give you bar cash box)
- Ensure order forms for interval drinks are available with pen on bar counter
- Serve pre performance drinks

DURING PERFORMANCE

- Clear pre-show glasses from bar and patio area
- Five minutes before interval, prepare the pre-ordered drinks.
- Place on shelf round the bar area with their order form

AFTER INTERVAL

- Clear all glasses and ashtrays and prepare Bar for After-show drinks
- Serve post show customers and prepare bar for next evening
- Close bar at 10.45pm
- Place Bar money in Cash box and hand to Duty Manager
- Tell the Bar Manager if any stock has run out or is running low.

CAFE STAFF

Smart black and white to be worn.

Switch on Water Boiler and Oven

Turn on Hot water (White switch on wall by temperature readout)

Make pot of coffee for early audience

Check performance timings

DURING PERFORMANCE

Clear pre-show cups from cafe and patio area

Bake sausage rolls

Lay out Cakes/ cups and saucers

10 minutes before interval take Backstage tea & coffee round.

AFTER INTERVAL

Clear all glasses and ashtrays

Load dishwasher and turn it on

Turn off oven, coffee machine and water boiler to standby

Place Cafe money in Cash box and hand to Duty Manager

BOX OFFICE

- Smart black/white to be worn
- Arrive at 6.45pm
- Collect Box Office cash box from Duty Manager. (This will contain a £10 float)
- Be aware of requests for disabled parking or disabled access to Theatre (- see rota on notice board by The Meredith) and advise Duty Manager

IN THE BOX OFFICE

You will have:

- Float
- Booking sheets for the evening
- Tickets for collection in alphabetical rack. (When tickets are collected tick names off on booking sheet and note amount of money paid)
- Pen
- Advance booking sheet for next show
- Flyer mailing list
- Mobile phone for emergency use – please make sure it is charged and place on charge if not. The Duty Manager will collect the mobile phone as soon as s/he goes on duty.
- High-visibility jacket for use by security man on car park duty.
- Headphone sets, each complete with signal receiver, kept in large padded envelopes on the floor (- five sets functional as of May 2011). They can receive amplified sound from two hearing loops, one in the auditorium and one in the bar/café area. A person with a hearing aid can also avail of the hearing loops by adjusting their hearing aid to the 'T' setting.
- NOTE: Headphones and hearing aids will not receive the loop signal if the person is sitting in the front two rows (A & B); also, the signal is weak for anyone in the back row (H).

Your duties:

- Liaise with Duty Manager and Stage Manager if Patrons arrive late

ELTC Front of House Guidelines

- If there is a problem – e.g. Double booking- ask the Duty Manager to assist in offering to accommodate people in empty seats or in the Bar. Take name, address and phone no. if a refund is required or if an alternative night would be considered
- Ensure that security man collects high-visibility jacket. Request that he return jacket at end of the evening (even if he will be on duty for the next performance evening).
- Note that the Box Office is legally prohibited from selling theatre tickets to non-members within 48 hours of the start of the performance.
- Ensure the FOH Duty Manager and Usher sign in.

DURING THE PERFORMANCE

- Put £10 float in B.O. cash box for following night.
- Place remainder of money with booking sheet in envelope provided.
- Give envelope and cash box to Duty Manager who will ensure they are placed in the safe.
- Leave mailing list and advanced booking sheet on the B.O. counter with a pen ready for the interval.
- As pre-arranged with FOH Manager either: sit on Usher's seat during performance OR help in Pavilion Café

Please ensure the Box Office area is ready for the following night leaving the mailing list and advanced booking sheet on the counter.