

# NOTES FOR FRONT OF HOUSE MANAGERS AND STEWARDS

This document is in four parts, the last two having recently been added to set out the additional procedures needed to prevent the spread of Covid-19. Please make sure that you read all the relevant sections.

- Front of House Manager Duties
- Front of House Steward Duties
- Coronavirus Measures : Information for Tower Theatre Volunteers
- Coronavirus Measures : Additional Front of House Procedures

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# TOWER THEATRE FRONT OF HOUSE MANAGER DUTIES

## The FoH Manager will -

- Arrive in time (before 6.30 for evening performances, 2.00 for matinées) to liaise with the Stage Manager and Box Office and collect a headset from the Stage Manager's Room. (*NB: The Administrator leaves the theatre at 6pm. The alarm is not turned on during the time between their departure and arrival of the show's Stage Manager or the Bar Manager. On arrival report to the Duty Manager (the Bar Steward on duty) and check the code for the main door keypad.*)
- There are seats reserved for latecomers with "Reserved" signs; they are usually near the main entrance. There are also reserved signs on 2 seats for the stewards - 1 each side of the theatre on the back row. Check with the Stage Manager if the seating layout is e.g. in the round, or cast members need any front row seats.
- Liaise with the Stage Manager on timings e.g. running time/time of interval, and check whether there are any unusual entrances or events during performance that you should be aware of. If so, inform stewards.
- Do a 2-way Radio check, on Channel 2, with the Stage Manager/Light & Sound Box to ensure radios are working.
- Ensure Stewards have a badge (*which they can write their name on*) and brief on duties/H&S/fire alarm/evacuation procedure. If it is the first time a person has stewarded, leave one steward monitoring the front door and take them via the rear fire escape exit to the evacuation point, then return via the front entrance. It is important to have stewards who are capable of quickly leading their half of the audience downstairs and out of the building.
- Check with Box Office whether there are any wheelchair users attending the performance. If so, inform the Stage Manager and brief the Stewards so 1 escorts the user in the lift and to their "seat" before the main door is opened.
- Check the lights in the corridor leading to the Ladies toilets are switched on
- Check where fire alarm is; between the front door and inner doors. (This is an audible alarm. There are flashing light warnings in places where a hearing-impaired person may be alone e.g. the toilets)
- If the fire alarm sounds, the nearest exits in the bar are through the front door to Northwold Road and through the door to the theatre stairs where there is an exit.
  1. SL. The door which leads to the dressing room and a staircase down to the rear of the building.
  2. SR. The main door to the auditorium and down the staircase, which leads to an exit to Northwold Road.
  3. All exits are clearly marked, and the assembly point is the paved space (with the brick tower) on the one-way system to the right of the main entrance on Northwold Road. The Stage Manager is responsible for ensuring that everyone is out of the dressing rooms and auditorium.
- Be aware of the location of the evacuation chair at the top of the main stairs, outside the auditorium door (and how to use it; <https://www.youtube.com/watch?v=twX0a-dk2cM>) and brief Stewards on its use.
- Be aware that of the Safe Refuges for up to 2 wheelchair users and less ambulant audience members are the Dressing Room and the Lobby at the top of the main stairs, outside the auditorium door.
- Be aware of the location of First Aid boxes and inform Stewards; these are behind the bar and in the Stage Manager's Room.
- In an emergency, notify the Bar Manager, who is responsible for calling the Emergency Services.
- Be on duty until the end of the performance and should wear the badge provided until the end of each show, after which please return it to the Box Office.
- Dress smartly and not eat/drink (excluding bottle of water) when on duty.

## **Preshow**

The FoH Manager will –

- Open the main door to the street at 7.00 (2.30 for matinées). Be in the bar area before the show monitoring this door, which will be open whilst audience are assembling, and the area around the lift. (*This is solely for the use of audience members with limited mobility*)
- Check with Stage Manager (via the headset) about when to open the house; usually 15 minutes before the show starts.
- Direct Steward (1) to return any unsold programmes and float to the Box Office, and go to the auditorium when the House opens, to help seat the audience; encouraging them to move along the rows and not leave gaps.
- Direct Steward (2) to stay downstairs to continue selling programmes, monitor the lift, ensure all drinks are in plastic containers (*no glasses or cans in the auditorium*) and no hot drinks or food apart from sweets. (*Reusable plastic cups are stored in the cupboard by the door to the theatre stairs and on the bar*)
- Position themselves at the bottom of the stairs to the auditorium (*Open one door to the stairs to control audience flow*) and collect the plastic tickets.
- Ask Steward (2) to ring the bell for the 3-minute alert of the start of performance.
- Ask Steward (2) to check all audience members are in the auditorium i.e. none left in the toilets or smoking outside.
- Ring the bell for the 2- and 1-minute alert.
- Ask Steward (2) to return any unsold programmes and float to the Box Office.
- Inform Stage Manager (via the headset) that the bar is clear and send Steward (2) upstairs. This person will close the door to the theatre and pull the curtain across, before taking their seat (SR) for the start of the show.

## **During the show**

The FoH Manager will -

- Ensure the street door is closed and latecomers are buzzed in by the Bar Manager or FoH Manager.
- Escort latecomers upstairs to the auditorium and allow them into the auditorium as per instructions from Stage Manager.
- Close the door between the bar and the stairs to prevent noise disturbance. (And open it again during the interval)
- Count tickets and make a note of the number before returning them to the ticket box in the Box office. (*Fire regulations*)
- Remain in the box office/bar area and wear their headset throughout the show to be constantly contactable by the Stage Manager.

## **Interval**

The FoH Manager will -

- Be in the bar area monitoring the main door to the street, which may be left open by members of the audience smoking outside.
- Ring the bell for 3, then 2 then 1-minute alerts to the start of the performance.
- Monitor use of the lift
- Check toilets and smoking area outside at the end of the interval
- Direct Steward upstairs, as before, and close the doors between the Bar and stairs.
- Inform the Stage Manager that the bar is clear, and Steward is going upstairs.

## **Post show**

The FoH Manager will -

- Give out flyers for the next show.
- Be in the bar area monitoring the main door to the street, which will be open while audience are leaving.
- Return the 2-way radio; switch off and put in the docking station in the Stage Manager's room to charge. There are sterile wipes on the shelf to clean the earpieces.

# TOWER THEATRE FRONT OF HOUSE STEWARD DUTIES

## The FoH Stewards will -

- Arrive between 6.30 – 6.45 (2.00 – 2.15 for matinées) and introduce themselves to the FoH Manager
- Be briefed by the FoH Manager on the code for the main door keypad/duties/H&S/fire alarm/evacuation procedure.
- Check where fire alarm is; between the front door and inner doors. (This is an audible alarm. There are flashing light warnings in places where a hearing-impaired person may be alone e.g. the toilets)
- If the fire alarm sounds, the nearest exits in the bar are through the front door to Northwold Road and through the door to the theatre stairs where there is an exit.
- It is important to have stewards who are capable of quickly leading their half of the audience downstairs and out of the building.
  1. SL. The door which leads to the dressing room and a staircase down to the rear of the building.
  2. SR. The main door to the auditorium and down the staircase, which will lead to an exit to Northwold Road.
  3. All exits are clearly marked, and the assembly point is the paved space (with the brick tower) on the one-way system to the right of the main entrance on Northwold Road. The Stage Manager is responsible for ensuring that everyone is out of the dressing rooms and auditorium.
- Ensure they are familiar with how to use the Evacuation Chair at the top of the main stairs, outside the auditorium door. (see <https://www.youtube.com/watch?v=twX0a-dk2cM>)
- In an emergency, the Bar Manager is responsible for calling the Emergency Services.
- Be provided with a Tower Badge, programmes, and a small float in a small plastic bag. (*Please keep the money in this bag at all times and try and sell as many programmes as possible*).
- Check with the FoH Manager as to where the seats reserved for latecomers are.
- Be informed by the FoH Manager on where to sit in the auditorium, show timings/interval and any unusual entrances or events during performance that you should be aware of.
- Be on duty until the end of the performance and should wear the badge provided until the end of each show, after which please return it to the FoH Manager.
- Dress smartly and not eat/drink (excluding bottle of water) when on duty.

## Preshow

### The FoH Stewards will –

- Position themselves in the bar area to sell programmes.
- Remind the audience BEFORE they go upstairs to the auditorium that the toilets are downstairs.
- Be prepared to escort a wheelchair user in the lift and to their “seat” before the main door opens.
- Be directed, approximately 15 minutes before the show starts, to either:

#### ➤ Steward (1)

Return any unsold programmes and float to the Box Office.

Go up to the auditorium to help to seat the audience; encouraging them to move along the rows and not leave gaps.

OR

#### ➤ Steward (2)

Stay downstairs to continue selling programmes, monitor the lift, ensure all drinks are in plastic containers (*no glasses or cans in the auditorium*) and no hot drinks or food apart from sweets. (*Reusable plastic cups are stored in the cupboard by the door to the theatre stairs and on the bar*)

Check there are no audience members left outside or in the toilets.

Return any unsold programmes and float to the Box Office.

When the bar is empty, and when directed by the FoH Manager, go upstairs - closing the door to the auditorium and internal curtain across the door.

## **During the show**

The FoH Stewards will –

- Be seated in the auditorium to deal with emergencies; one at each end of the back row so they can lead their side of the audience out.
- Greet latecomers silently and direct them to the marked “Reserved” seats near the door. *(They may change seats at the interval if there are any available).*
- In the event of a fire, no-one should use the lift – any audience member with limited mobility should be taken downstairs, using the Evac chair, once the ambulant audience have evacuated or be held in a Safe Refuge; in either the Dressing Room or Lobby at the top of the main stairs – depending on where they are seated. Wheelchair users should be guided to the Dressing Room.

*In the event of an “incident” you will be required to assist with evacuating the audience. Please ensure you are familiar with the Emergency Exit on your side of the auditorium.*

*In the case of an audience member becoming ill, try to escort them out of the auditorium and either take them downstairs or sit them upstairs on the landing whilst you go for help from the FoH Manager.*

*There is a First Aid box in the Stage Manager’s Room should anyone e.g. trip going to/from their seat and need a pressure bandage before going downstairs for further treatment).*

## **Interval**

The FoH Stewards will –

- Open the auditorium door at the interval

Either –

- Remain in the auditorium and discourage audience members from straying onto the set, or using the lift (unless the person has limited mobility)
- Support the FoH Manager in the bar; check again for glass and cans being taken into the auditorium.
- Close the internal curtain across the door to the auditorium before the show begins.

## **Post show**

The FoH Stewards will -

- Guide the audience out of the auditorium row by row.
- Clear rubbish from the seating areas and place in bin.
- Take any plastic cups back to the bar for washing and reuse.

# IMPORTANT CORONAVIRUS MEASURES

## Information for Tower Theatre FoH Volunteers

Following discussions with the Tower Management Team, several additional measures have been implemented to reduce the risk to our volunteers, members, and the public.

Do NOT come in for a shift if you feel unwell, have recently visited an at-risk area or are at increased risk due to age, ill-health, or other circumstances.

Please inform [judech96@gmail.com](mailto:judech96@gmail.com) as soon as possible if you cannot attend a shift so alternative arrangements can be made.

If you have recently visited Tower Theatre and develop symptoms, such as a cough, high temperature, loss of sense of smell or taste, please inform [david.taylor1@btinternet.com](mailto:david.taylor1@btinternet.com) and [alexander@knapp.net](mailto:alexander@knapp.net)

The following temporary measures have been implemented and should be adhered to, as much as possible, by all FoH volunteers until further notice -

- Please wash hands with soap and warm water, then use sanitiser, before starting your shift, and again when you finish
- FoH Manager to wipe all “touchpoints” e.g. door handles; front door/internal doors, with anti-bacterial wipes on arrival. (Packets of these are behind the bar)
- Plastic tickets will not be used
- There will not be any Programmes
- Only disposable cups will be used during this period. Could stewards please make sure that empty cups in the theatre are binned. (*Disposable gloves are available in the Box office*)

Overall, we thankfully have a very supportive and close-knit team of Volunteers. However, if you need to stay away from the theatre for the time being, those individual decisions are understood and respected. Please contact any of us if you have any questions; we will do our best to answer them if possible. Thank you for all you do to support the vital functions of the Company. Hopefully, with everyone’s sensible approach and support during these worrying times, we will be able to open our doors again soon.

*(Original written by David Taylor)*

# CORONAVIRUS MEASURES ADDITIONAL FRONT OF HOUSE PROCEDURES

## BEFORE PERFORMANCE -

**All doors open unless a fire door**

**FoH Manager** and Stewards to wear face shield visors (Provided by the Tower Theatre)

**Steward 1** – Inner door. (Between from the Main door to the street and the Bar)

Temperature/symptom checks. Advise where the NHS Track and Trace App Venue Check-in point is. Direct public towards the Smith Studio

*If the Bar is open people could:*

- *order drinks at the time of booking a ticket online, using a separate link. Their drinks could be (i) ready to collect at the bar or (ii) put on a table in the Smith Studio.*
- *Purchase drinks en-route to the Smith Studio. Their drinks could be (i) be served at the Bar or (ii) taken by Bar steward to the Studio on a tray.*

No programmes

**Smith Studio** – Laid out with distanced tables/chairs & clear social distance markings.

Holding area till theatre ready to open

**Steward 2** – Monitor lift, bottlenecks (e.g. queue for toilets; max. 3 people - 1 in each toilet)

**Steward 3** – Waits upstairs (then helps **Steward 1** to seat audience)

**FoH Manager** – Stands outside Smith Studio door: check names off a printed list.

**Steward 1** – Closes Main door to the street and goes upstairs to auditorium door

**FoH Manager** - Directs people upstairs with gap between each group

*Possibility of groups identified when booking and allocated seats on a blank seating plan - so seats filled according to the group size booked, centre (under the Box) outwards. FoH Manager calls out names so the audience goes upstairs in order of seating on plan. Steward upstairs also has a plan.*

**Steward 2** – Remains downstairs until the audience is seated, check toilets etc.

**Stewards 1 & 3** – Direct audience to seats (so someone is always at the top door to remind people to continue wearing their mask in the auditorium) This should be centre (under the Box) outwards.

**Steward 2** – Comes upstairs, but does not close the curtain, takes seat (SR)

## DURING PERFORMANCE -

**FoH Manager** – Sanitiser-wipe touchpoints (such as door handles)

Stewards – Monitor audience members leaving seat for toilet during performance (leaving quietly and maintaining social distance from others)

## AFTER PERFORMANCE –

**Steward 2** – Goes downstairs.

**Stewards –1 & 3** Supervise audience members leaving row-by-row via the main stairs



**FoH Manager** – At the bottom of the main stairs: direct people to exit via Emergency Exit doors

**Steward 2** – wait in Bar to monitor people using the toilets before they leave via the Main door to the street

**Stewards –1 & 3** or SM ..... use “fogger” in theatre before leaving.

**FoH Manager** – sanitiser-wipe touchpoints