



TOWER THEATRE FRONT OF HOUSE Manager DUTIES

The FoH Manager will -

- Arrive in time (before 6.30pm) to liaise with the Stage Manager and Box Office, and collect a headset; checking with the Stage Manager that it is working. (*From the Stage Manager's Room*)

(NB: the Administrators will leave the theatre at 6pm and the alarm will not be turned on during the time between their departure and arrival of show's Stage Manager or the Bar Manager. On arrival report to Duty Manager (which will be the Bar Steward on duty) and check the code for the main door key pad).

- Check the lights in the corridor leading to the Ladies toilets are switched on
- There are seats reserved for latecomers with "Reserved" signs on; 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.
- 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 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 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 there is another 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 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.
- 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 of the location of First Aid boxes and inform Stewards that they 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 (except for a discreet bottle of water) when on duty.

Pre show

The FoH Manager will –

- Open the main door to the street at 7.00pm.
- Be in the bar area before the show monitoring this door, which will be open whilst audience are assembling.



- 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 open, 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, to 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 (*Wedge 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 smoking outside or in the toilets.
- 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 cleared and send Steward (2) upstairs. This person will close the door to the theatre and pull the curtain across, before taking their seat 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 throughout the show.
- Wear their headset throughout the show in order 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.
- Check toilets and smoking area outside at the end of the interval
- Direct Steward (2) upstairs, as before, and close the doors between the Bar and stairs.
- Inform the Stage Manager that the bar is cleared and Steward (2) 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 – 6.45pm and introduce themselves to the FoH Manager
- Be briefed by the FoH Manager on the code for the main door key pad/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 there is another 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.
- 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 (except for a discreet bottle of water) when on duty.

Pre show

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 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, 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. *(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).*
- 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).*

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.
 - 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
- Clear rubbish from the seating areas and place in bin.
- Take any plastic cups back to the bar for washing and reuse.