

Event Front of House book of good practice.

**Edition 2
2015**

Introduction

This is produced with the full awareness that it cannot begin to cover every eventuality, however, it sets out basic guidelines on what the South Devon Players Theatre & Film Company expects of its front of house team,

Always if in doubt, seek the help of a committee member.

Presentation

Front of house staff are usually the first contact that members of the public have with the theatre company, when they arrive to see a show. First impressions count for a lot.

Depending on the show, we may ask that front of house staff are either dressed presentably in modern clothes and are wearing a team Tshirt, or that they are also costumed in the theme of the show if we are “theme”ing the front of house area as well (in the latter case, costumes are provided). In either case, staff should appear clean, tidy, calm and wearing a smile.

In other words, the essence of this, is giving good customer service to be certain that the audience feel valued and welcomed.

Staff should also be clear on theatre company policies relating to dealing with the public, especially children and health & safety. If in doubt speak to a committee member.

Duties of a front of house staff member are as follows

Before the show

- To arrive at least 15 minutes before the box office opens in order to familiarize themselves with the layout, venue and where everything is.
- To man (or woman) the front desk.
- Sell or check tickets as relevant, and be able to use the reserved tickets system.

- To answer any queries that audience may have relating to the show; common questions may include the length of the show, suitability for children, location of toilets, permission to take photos, strobe lighting, seating requests.
- To make audience members feel welcome.
- To make sure anyone with special needs (i.e. mobility etc) knows that they can ask for help if required.
- To ask all audience members to turn off mobile phones when the show begins.

During the show

(Front of house staff should be seated near fire exits, in reserved seats, in case of the need to evacuate the building. All staff should be aware of a meeting point, and able to calmly direct audience)

- To be able, if required, to calmly, politely, but firmly ask an audience member to desist from disturbing others (i.e, loud talking during the show, use of mobile phone, not controlling small children, etc.)
- During the interval, to run the refreshments in an efficient manner.

General

To be clear on theatre company policies relating to dealing with the public, especially children and health and safety

To be certain that the audience feel valued and welcomed.