



FRONT OF HOUSE MANAGER

(as of February 2026)

- Deliver tickets to retail outlet/s 1 month prior to opening of the show.
- Collect (or arrange to collect) proceeds and unsold tickets from the retail outlet/s, at least once a week, beginning on the day the show opens.
- Check with church administrator which nights the chairs can be left out.
- Treasurer will provide float and cash box.
- Arrive by 6:15 pm for 7:30 pm evening performances or 12:45 pm for 2.00 pm matinee performances.
- Set up a ticket table in the Lobby by the kitchen door so it is visible as patrons enter (stored in coat closet by the lounge), including a basket for ticket stubs and a larger one for recycled programmes at the end of the performance.
- Hang lobby display boards over the church office windows (stored on stage).
- Wear a Front of House Badge, kept in the Concession box in the kitchen or in the cash box.
- Pre-ordered tickets or changed Season Tickets will be noted in the cash box with the person's name to be paid, unless marked Paid, or as a Season Ticket change. In the case of the Panto, extra tickets will be sold once those with tickets have been admitted. Names for the waiting list will only be taken at the door.
- Seats are reserved for Season Ticket Holders only. Do not let cast or crew spread coats or other items on chairs to reserve seats prior to the performance.
- Outside doors open at 6:30 pm and 1:00 pm. Ensure that patrons line up in order of arrival in the Lobby before the doors to the Auditorium are opened.
- Auditorium doors open upon advice from Stage Manager (usually 30min. prior to curtain)
- 3 people are needed on the door—1 to sell/take tickets and 2 to help people to seats, answer questions, open the side door to Synod Road (disabled entrance), collect reserved signs from chairs for season tickets, and so on (1 will be a Concession helper).
- Tell Concession staff the time of Intermission and the size of the audience.



PRESHOW ANNOUNCEMENT

There should be a short, standard (written OR pre-recorded) announcement to welcome audiences before the play begins--

Here is a template for a standard announcement:

Acknowledgement that we are on the lands of the First Nations people.

Welcome to St. Luke's Players' production of [name of the show]

If you have any electronic devices that may ring or beep, please turn them off now,

Also, if you have candies with wrappers that crackle please unwrap them now to avoid disturbing your neighbours,

You may not record nor take any flash photographs at any time during the performance,

If you need to leave the auditorium during the performance you might be readmitted by FoH staff, or at intermission,

Concession will be open at intermission; chocolate bars are \$2, all other items are \$1, tea & coffee refills free

Thank you to all the hardworking volunteers behind the scenes who make our shows possible,

Thank you for supporting local community theatre—enjoy [the name of the show]!

- Count tickets and record the breakdown numbers in the audience for each performance (breakdown form provided);
- Develop an emergency plan that is communicated to all FOH/Concession staff and the Stage Manager, in case of a medical incident.