

# BOX OFFICE ASSOCIATE

## MAD COW THEATRE

### **Duties and responsibilities of Front of House personnel include:**

- Provide customer service to theatre patrons seeing our shows.
- Answer calls and take ticket orders from the Box Office phones.
- Perform data entry and create reports using Excel and Word.
- Perform other front of house/office duties as assigned.
- Assist in all aspects of audience services during events.

### **Opening Duties**

#### ***Daily To-Do List & Expectations***

- Turn on lobby lights
- Unlock all glass doors
- Harvest voicemail (box office, classes, & volunteers lines)
- Use Gmail to review inbox(s)
- Return calls & emails
- Forward voicemails appropriately
- Review phone log for outstanding requests/messages and follow-up accordingly
- Ticket sales
- Class sales
- Donation payments
- Subscription sales
- Data clean-up
- Send out patron mailchimp campaigns (performance reminders)
- Gift certificate sales/fulfillment
- Subscriber reservations
- Transfer tickets from one performance to another and charge fee
- Delete fee from ticket transfer when appropriate
- Charge a class/group order deposit/final payments (partial payments)
- Local concierge (regularly research local dining establishments to create/maintain resource for box office staff (includes menus, phone numbers, driving/walking directions to and from theatre) also include updated transportation information (bus, taxi, pedi-cab)
- Occasionally receive packages and alert recipients
- Occasionally schedule approved volunteers for hours
- Occasionally run to post office to deliver/pick up mail
- Occasionally forward & transfer calls appropriately
- Occasionally purchase concession and cleaning products needed
- On show dates get change for cash banks prior to all events
- On show dates design seating charts on paper and in computer

- *On show dates* print tickets & organize with sub benefits no later than 1 hour to curtain
- *On show dates* clean theatres prior to all events, volunteers to help when possible
- *On show dates* remove replacement chairs from the Harriett if needed
- *On show dates* alert house manager and volunteers as to any guest needing special assistance, i.e. wheelchairs, at 6:30pm & 1:30pm. Prepare house accordingly.
- *On show dates* prepare programs for all events, volunteers to help when possible
- *On show dates* set-up & sell concessions for all events, volunteers to help when possible
- Weekly concessions, paper product and wine and liquor inventory: see *inventory list for all items*

### **Theatre Lobby Show Readiness**

- Check the Harriett for plug seats and remove if necessary
- Replenish marketing materials in lobby
- File outdated mad cow materials
- Purge outdated non-mad cow materials
- Print and bundle tickets
- Stock concessions in closet, refrigerator, and dry goods: soda, water, red wine, white wine, beer, napkins, wine cups, beer cups, sugar, coffee stirrers, ground coffee, filters, paper towels, toilet paper
- Minor cleaning if necessary; lobby counters, cocktail tables, drink rails, restrooms, vacuum, sweep, polish, dust
- Set up concessions
- Turn on all televisions
- Count cash drawers (FOH manager only)
- Lobby music
- Begin brewing coffee one hour and a half prior to curtain (5:30pm/12:30pm)

### **During the Show(s)**

- Exchange any tickets/seats after confirming with patrons
- Restock concessions and fridges
- Prep tickets/finish tickets/seating charts, for the next day's show
- Prep the FOH manager's report.
- Continue to take and return calls/emails

### **Closing Duties**

- Complete and send out a FOH Managers Report.
- Check Cash Drawers for correct change (\$75 in Concessions/\$30 in Box Office (Smallest Bills Possible)) Completed by FOH Manager only.
- Fill out a cash intake sheet with concession/ticket profits for the day and separate that money into a separate envelope, locked in cash box. Completed by FOH Manager only.
- Empty trash and take down to dumpster
- Update door signs
- Clean the Box Office counter (papers in proper place, no sign of snacks or drinks visible, turn computer & monitor off, and Boca Printer)

- On Show Dates breakdown concessions. Rinse out all urns, coffee pots, and used coffee grinds in filters. Volunteers to help when possible.
- Lock doors—Staff will use the crash door near the washer and dryer for exit
- Lobby lights, hall lights and Oasis lights off, all TV's off
- Close all doors
- When a show is rehearsing or you are leaving for the night; politely let SM, ASM or teacher know that you are leaving and the Lobby has been closed for the night and all doors are locked

### **Professional Expectations**

- Appropriate dress at all times
- Punctual for all shifts
- Answer each phone call (within a 30-minute window, if it is current business hours)
- Answer calls by identifying Mad Cow Theatre and yourself
- Return all voice messages/emails in 24 hours or less
- Stand and greet all who enter the lobby and offer assistance
- Thank each person
- Always keep a focus on the guests when they are present (i.e. Curb personal conversations for another time & keep cell phones out of sight)
- Openly communicate with peers and management in regards to special requests, challenges, and overall general awareness as needed
- Lobby always to remain "open" when patrons are in the building. If there is a scheduling challenge (shift is over, conflicts with lunch break) you must contact the Manager on duty as soon as possible to determine the best solution. *Adjustments to schedules will be made on an as needed basis.*

