

HOUSE MANAGER

MAD COW THEATRE

Duties and responsibilities of Front of House Manager include:

- Manage a team of FOH staff & volunteers.
- Maintain inventory of concessions & supplies, reordering when necessary.
- Prepare the theater spaces, lobby & bar prior to show time.
- Provide customer service to theatre patrons seeing our shows.
- Perform data entry and create reports using Excel and Word.
- Answer calls and take ticket orders from the Box Office phones.

Opening Duties

Daily To-Do List & Expectations

- Turn on lobby lights
- Unlock all glass doors
- Harvest voicemail (box office & 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
- Donation payments
- Subscription sales
- Purchase concession and cleaning products as needed (weekly inventory)
- Update Sign-Up.com & schedule volunteers
- Schedule curtain speakers for all performances
- Receive packages and alert recipients
- Send out patron Mailchimp campaigns (performance reminders) during show weeks
- Gift certificate sales/fulfillment
- Subscriber reservations
- Update lobby screens with current show cast/information
- Transfer tickets from one performance to another and charge fee
- 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 run to post office to deliver/pick up mail
- *On show dates* design seating charts on paper
- *On show dates* print tickets & organize with sub benefits no later than 1 hour to curtain
- *On show dates* clean theaters prior to all events, volunteers to help when possible
- *On show dates* prepare house accordingly for any guest needing special assistance (wheelchairs...etc.)

- *On show dates* set-up & sell concessions for all events, volunteers to help when possible
- *On show dates* give the curtain speech if a curtain speaker is not scheduled

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- File outdated Mad Cow materials
- Purge outdated non-Mad Cow materials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
- Vacuum lobby, wipe down tables
- Staff the bar, will call, greeters & ushers
- Restock & clean restrooms
- Set up bar
- Turn on all televisions
- Count concessions & box office cash drawers
- Turn on 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
- Communicate with stage manager to seat late patrons
- Restock concessions and fridges before intermission
- Check the restrooms for anything that needs to be restocked/cleaned
- 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)
- Fill out a cash intake sheet with concession/ticket profits for the day and separate that money into a separate envelope
- Complete and send out an EOD Accum Report
- Deposit cash intake for the day into the bank after closing
- Empty all trash cans & replace bags
- Update door signs
- Clean the Box Office counter (papers in proper place, no sign of snacks or drinks visible, turn computer & monitor off)
- *On Show Dates* breakdown concessions. Rinse out all urns, coffee pots, and used coffee grinds in filters. Volunteers to help when possible. (*Sundays* – throw out opened wine, cut fruit)
- Prepare any notes for staff opening the next day

- 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 & Harriett curtain
- *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 guest for visiting!
- 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 staff in regards to special requests, challenges, and overall general awareness as needed
- Lobby always to remain "open" when patrons are in the building.