

Front of House Manager

- Assist in the recruitment of and communication with all front of house staff including ushers and box office personnel.
- Act as the Theatre Northwest representative to all patrons.
- Answer patron questions and concerns efficiently and courteously - if you cannot answer the question or feel uncomfortable with a situation pass it on to the faculty supervisor.
- Be aware of and enforce all emergency and fire evacuation procedures and make sure all exits and escape routes are clear from obstruction at all times.
- Ensure the front of house area and its immediate vicinity is tidy and presentable at all times – keeping an eye on the stock of posters, brochures and flyers.
- Train front of house staff in appropriate implementation of the following duties:
 - Preparing the audience areas of the performance space before and after the performance.
 - Taking tickets from patrons when they enter the performance space.
 - Safely and courteously directing patrons to their seats.
 - Clearing the performance space when the performance ends.
 - Safely and efficiently clearing patrons from the performance space in case of fire or other emergency.
 - Effectively dealing with medical emergencies that occur in the audience during a performance.
- Communicate with the box office and the stage manager to ensure the smooth running of the production.
- Assist with the development of front of house and lobby displays.

I, _____ have read the above job description for my duties as _____ for the production of _____. I realize that these duties may be adjusted for, but not limited to the following reasons, show complexity, crew size, crew experience, etc. I will carry out my duties to the best of my abilities and ask questions when I need help.

Signed & Dated,

Student

Faculty