

# ***House Manager Duties***

Secure and Crews. Crews should be secured some two weeks prior to opening. A sign up sheet on the callboard will likely get you plenty of crewmembers. Your sign up sheet should be made in Excel format and ask for:

- Position desired
- First and Last name
- Cell Phone number
- Days available to help

For each performance the following crewmembers will be needed. No student's position is secure until the house manager has cleared the list with the director.

- Two students for the box office
- Two students to pass out programs (one for each door)
- Two student ticket takers (one for each door)
- Two ushers to assist guest in where to sit
- Four concession sellers
- One concession "cashier" to specially handle concession money

## **Rules for House Crew Members**

- Arrive at the theatre 1 hour before performance (30 minutes before the house opens). DO NOT BE LATE.
- Crew will be allowed to watch the show for which they work free of charge.
- All crewmembers must be able to work from one hour before the show starts until 20 minutes after the show is complete. The lengths of each show will vary.
- Dress appropriately. All clothes will be pressed and neat. Nothing too form fitting or revealing and nothing overly baggy. Please remember you are representing ELHS to the public. No sandals or flip-flops.

## **Gentlemen**

- Dress pants and a collared shirt tucked in with a belt. Close toed, nice shoes (no tennis shoes). and no blue jeans or T-shirts. Again, nothing too baggy.

## **Ladies**

- Dress pants, skirt or dress is fine. No spaghetti straps or strapless tops or dresses. Heels are fine, however, or comfort, less than 3" would be best. Dresses and skirts must be school appropriate in length and style.

## **Pre-Show Procedures**

House manager

1. Arrive one hour and fifteen minutes before curtain.
2. Check the house, alcoves, and lobby to make sure that everything is neat and in order.
3. Turn on all the lights in the lobby and box office.
4. Make sure theatre doors are unlocked.
5. Make sure you have enough programs at each door. Extras are usually stored under the concession area counter.
6. Check with stage manager to see if any seats need to be taped off and tape them off.

**At 15 minutes before the house opens (45 minutes before curtain).** You need to train ALL crewmembers. Remind them that:

1. Once the show starts crew members should be sitting just inside the door they were assigned.
2. Crewmembers are responsible for maintaining the house during performances; if there is an emergency (medical, weather, etc.) or if a patron has a need, these students must be "on duty" and eager to help them.
3. These students are representing the ELHS theatre department; they should remain pleasant, helpful, and courteous.
4. No food or drinks are allowed in the theatre.
5. ALL who enter must have a ticket, including children. If patrons do not have a ticket for a baby, and bring it into the theatre, ushers should note where they are sitting; if the baby begins to cry, ushers need to quickly and quietly ask the patrons to take the baby to the lobby.
6. No cameras or recording equipment of any kind are allowed in the theatre. If a crewmember sees the flash from a camera it is their responsibility to ask that person to refrain from flash photography.
7. Inform the crew members if there are audience members expected with special needs (wheelchairs, visually impaired, groups, etc.)
8. Be sure your ticket takers know what the tickets for that performance look like, and also that they MUST keep the smaller portion of the ticket, and return the larger portion to the patron.

**At 30 minutes before the curtain.**

Check with the Stage Manager, and when all is clear, open the house by opening the doors, getting ushers to their stations, and seating patrons. Be visible and available to troubleshoot; help patrons with questions, assist ushers if they need it, looking for food or cameras being carried into the theatre, etc.

**At 5 minutes before the curtain.**

Let the stage manager and director know if it will be necessary to hold the curtain for a few minutes. This is ONLY necessary if there is still a line of 10 people or more waiting to purchase tickets and will only be allowed if the director has given the okay to do so.

**At curtain time.**

Be sure the lobby and restrooms are clear of patrons. Communicate with the Stage Manager (either via the sound booth intercom), that the house is ready to be closed and the show may start. Turn lobby lights down to one. Close the door curtains. Quietly close inner doors to the theatre. Make sure the ushers are seated near the doors at the back of the house. Program personnel and ticket takers must remain in the lobby and at their posts for another 15 minutes. Remind ushers them to help seat patrons as they enter late at the back of the theatre and tell them they may join their party at intermission. Also remind them to handle any problems in the house, or to come get you.

**After the show begins.**

Work with the box office manager to get a count for each cash box. Make sure they have filled out the proper form for each cash box and that the money from each box matches the amount of tickets sold. The money in each box should be kept separate. The comp ticket report is also needed for each cash box.

**At intermission.**

Make sure your crewmembers are up and ready about 5 minutes before intermission. Turn up the lights in the lobby. Open the inner doors. Check with the stage manager for an exact time for the intermission to end. Lights will begin flashing 5 minutes prior to the end of intermission. Check the lobby and restrooms to be sure they're clear of patrons. Communicate with the Stage Manager that the house is ready to be closed and the show may start again. Turn off all but one light in the lobby. Close the inner doors and door curtains.

**After the show is over.**

Turn up the lights in the lobby. Open the inner doors and door curtains. After the theatre is empty, close inner doors. Have crew check the house floor for programs, ticket stubs or anything else that would be found on the. After the lobby is empty, turn off the lobby lights in the light booth and at the box office.

**Who leaves and when**

*Ticket takers, program personnel* and ushers may leave after the theatre house is empty and clean. All items must be picked up off the floor. Any discarded, but still good programs placed with the unused programs. They **MUST** get the okay from YOU before they are allowed to leave or they will **NOT** get credit for begin there.

*Concession personnel* must restock the cooler with drinks. Make sure all unsold concession are in the closet neatly. Wipe off all counter tops in concession area. Count money and leave the cash box in the **LOCKED** closet. Concession personnel are also required to make sure the lobby is clean and free of debris and trash. They must also provide a list of any items we are running low on. They **MUST** get the okay from YOU before they are allowed to leave or they will **NOT** get credit for begin there.

*Box office personnel* must in the box office for 15 minutes after the show starts. They may then count the money from their cash box and fill out the proper forms. Once this is done and their money is locked in the concession closet **AND** they have checked with you, they are free to leave.

You are responsible for a time sheet for everyone as well. The director will double-check all of the above. If everything looks good, you may leave. If anything needs to be done, **YOU** will be responsible for doing so to save you time and hassle make sure your crews do it before they leave.