



NOTES FOR FRONT OF HOUSE MANAGERS AND STEWARDS

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TOWER THEATRE FRONT OF HOUSE MANAGER DUTIES

When you arrive

- Arrive 1 hour before the show (usually 2.00 or 6.30) to liaise with the Stage Manager and collect a headset for yourself and 1 steward, from the Stage Manager's Room.
- Do a 2-way Radio check, on Channel 2, with the Stage Manager/Light & Sound Box to ensure radios are working.
- Liaise with the Stage Manager on timings e.g., running time/time of interval, and check whether there are any unusual entrances or events during performance that you should be aware of. If so, inform stewards.
- Check with the Stage Manager if the seating layout is e.g., in the round, or cast members need any front row seats.
- Check there are seats reserved for latecomers with "Reserved" signs; they are usually near the main entrance. There are also reserved signs on 2 seats for the stewards - 1 each side of the theatre on the back row. Make sure the stewards know to sit in these seats.
- Check the lights in the corridor leading to the Ladies toilets are switched on.

Health and Safety

- Brief stewards on H&S/fire alarm/location of the fire exits and evacuation procedure.
- If it is the first time a person has stewarded, leave one steward in the Bar and take them via the rear fire escape exit to the evacuation point, then return via the front entrance. There should be time to do this before opening the front doors.
- Check where fire alarm is - between the front door and inner doors. (This is an audible alarm. There are flashing light warnings in places where a hearing-impaired person may be alone e.g., the toilets)
- Be aware that the Safe Refuges for up to 2 wheelchair users and less ambulant audience members are the Dressing Room and the Lobby at the top of the main stairs, outside the auditorium door.
- If the fire alarm sounds, the nearest exits in the bar are through the front door to Northwold Road and through the door to the theatre stairs, where there is also an exit.
- Theatre SL. The door which leads to the dressing room and a staircase down to the rear of the building.
- Theatre SR. The main door to the auditorium and down the staircase, which leads to an exit to Northwold Road.
- All exits are clearly marked, and the assembly point is the paved space (with the brick tower) on the one-way system to the right of the main entrance on Northwold Road.
- Be aware of the location of First Aid boxes and inform Stewards; these are behind the bar and in the Stage Manager's Room.
- In an emergency, notify the Bar Manager, who is responsible for calling the Emergency Services.
- Check whether there are any wheelchair users attending the performance. If so, inform the Stage Manager (so a seat can be removed) and brief Steward (selling the programmes) to escort the user in the lift and to their "seat" before the main door is opened.
- Be aware of the location of the evacuation chair at the top of the back stairs, outside the auditorium door (and how to use it; <https://www.youtube.com/watch?v=twX0a-dk2cM>) and brief Stewards on its use.

Pre-show

- Get out the £20 cash float for programmes (*in the FoH box on a shelf to your right when you enter the office*).
- Ensure both Stewards have a badge.
- Direct one Steward to check tickets (printed or on phone) as people arrive and tick off on the printed list of names. The second (and less experienced) Steward has the programmes and float.
- Inform bar staff how many tickets remaining to sell on walk ups - bearing in mind some people may book in the hour between the list being printed off and arriving.
- Steward with the list of names will also have a radio, so they can be contacted during the show if needed. They should also be the person near the door between 7.00-7.30. The FoH Manager will decide which steward this should be and show them how to set it up. They will go up last and sit near the auditorium door, not on the far side.
- Ask the other Steward (who sits on the far side of the theatre) to be alert to people getting up to go to the toilet and trying to exit by the lift door or backstage door.
- Open the main door to the street at 7.00pm. (and close it at 7.30pm when the show starts)
- Circulate in the Bar area monitoring this door, the area around the lift (*This is solely for the use of audience members with limited mobility*) and the bar.
- Check with Stage Manager (via the headset) about when to open the House; usually 15 minutes before the show starts. When given the okay, direct the Steward with the programmes to go to the auditorium to help seat the audience; encouraging them to move along the rows and not leave gaps.
- Ring the bell by the Bar and say "Good Evening everyone, the house is now open, please start taking your seats, and remember to switch off your phone" (Or something similar!).
- Open one door by the stairs to the auditorium (*to control audience flow*), and direct people upstairs.
- Ensure all drinks are in plastic containers (*no glasses or cans in the auditorium*) and no hot drinks or food apart from sweets. (*Reusable plastic cups are behind the bar*)
- Check number of "on the door" sales with Bar staff.
- Ask the Steward to ring the bell for the 5-minute alert of the start of performance and check all audience members are in the auditorium i.e., none left in the toilets or smoking outside.
- Ring the bell for the 2- and 1-minute alert if needed.
- Inform Stage Manager (via the headset) that the bar is clear and you are sending the Steward upstairs. This person will close the door to the auditorium and pull the internal curtain across the door, before taking their designated seat (SR) for the start of the show. This action cues the start of the show.

During the show

- Ensure the street door is closed and latecomers are buzzed in by the Bar Manager or FoH Manager. Before pressing the buzzer to let someone in, the person should be asked who they are/who they are coming to see (could be for the show or a rehearsal, could be Tower or a hire)
- Escort latecomers upstairs to the auditorium and allow them into the auditorium as per instructions from Stage Manager.
- Close the door between the bar and the stairs to prevent noise disturbance. (And open it again during the interval)

- Make a note of the number recorded, including anyone who has purchased a ticket at the Bar, on the list of Ticket holders (*In case of an emergency*). This should equal the number on the printed list plus the number given by the Bar. Then add 2 stewards and 2 Operators to get total.
- Remain in the box office/bar area and wear their headset throughout the show to be constantly contactable by the Stage Manager.

Interval

- Stand at the bottom of the stairs to prevent audience members trying to exit via the fire exit doors.
- Be in the bar area monitoring the main door to the street, which may be left open by members of the audience exiting to smoke outside.
- Ring the bell for 3, then 2 then 1-minute alerts to the start of the performance.
- Monitor use of the lift.
- Check toilets and smoking area outside at the end of the interval.
- Direct Steward upstairs, as before, and close the doors between the Bar and stairs.
- Inform the Stage Manager that the bar is clear, and Steward is going upstairs.
- After the interval (*in case anyone decides to buy one then*) please take out anything over £20 in the programmes float, put it in an envelope (*kept in the FoH box*), write on the date/amount and post it into the safe, which is in the back office on the left (*the door is not usually locked – it's just stiff to open*).

Post-show

- Stand at the bottom of the stairs to hand out flyers for the next show and to prevent audience members trying to exit via the fire exit doors.
- Be in the bar area monitoring the main door to the street, which will remain closed, with audience members pressing the green buzzer by the door to exit.
- Return the 2-way radios; switch off and put in the docking station in the Stage Manager's room to charge. There are sterile wipes on the shelf to clean the earpieces.
- Return all badges to the FoH box.

Printing off the audience list of names

If you need to run off a list of pre-booked ticket holders –

1. In the Box Office, the computer is usually just asleep so pressing the space bar will wake it up.
2. Log into the computer by pressing the FOH icon on the bottom left of the screen. This should make a box appear. Enter the password (supplied separately).
3. Once the computer is awake – this will take a few minutes, there should be a screen with a blue background and a Chrome icon in the middle labelled "TowerTheatre". (Do not use the Chrome icon on the taskbar at the bottom of the screen). Double click this icon.
4. This should bring up the login page of the Tower website. It should be pre-filled with boxoffice@towertheatre.org.uk and the password (this is hidden) so you can just click to log in.
5. This will take you to the Tower Homepage. Press The Tower Theatre (in the black band/top left) then "Dashboard". On the left-hand side is a list of items; click on "Events/Events"

6. On the right-hand side of this page is a text box. Type in the name of the show and click on "Search Events". This brings up all the performances. (Or just scroll down)
7. Hover the mouse over the show you are managing (NB 2 shows on a Saturday) and click on "Attendees"
8. You should now see a list of the pre-paid ticket holders.
9. Press Export. This brings up an Excel sheet in the top right corner of the screen - press the download button (top right) to open it.
10. Pull open the column with the names on (hold the cursor on the line between the letters and drag to the right until you can see them)
11. Highlight the column. Click on the top name and drag the cursor down to the last one - you can now make the font a bigger size. Then go to the top right of the toolbar and select "sort and filter". Click on A-Z and then "continue with current selection". Then select Page Layout - print area - set.
12. Check the printer is switched on (again it's usually just asleep), then click on "File" - "Print". The copier will print double sided. I usually cut the page in half so I can see all the names.

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TOWER THEATRE FRONT OF HOUSE MANAGER DUTIES – AIDE MEMOIRE

When you arrive

- Run off audience list.
- Collect 2 headsets from the Stage Manager's Room. (For you and 1 Steward so they can be contacted during the show if needed) Do a 2-way Radio check.
- Liaise with the Stage Manager on timings and anything specific to the show.

Health and Safety

- Brief stewards on H&S/fire alarm/location of First Aid boxes, fire exits and evacuation procedure.
- Be aware of any wheelchair users attending and procedure for managing.

Pre-show

- Get out the £20 cash float for programmes. Ensure both Stewards have a badge.
- Direct the Steward with the headset to check tickets/tick off names.
- The other Steward has the programmes and float.
- Inform bar staff how many tickets remaining to sell on walk ups
- Open the main door to the street at 7.00pm. (and close it at 7.30pm when the show starts)
- Check with Stage Manager about when to open the House.
- Direct Steward/Programmes to go to the auditorium then announce, "the House is open".
- Ensure all drinks are in plastic containers.
- Check number of "on the door" sales with Bar staff.
- Check all audience members are in the auditorium i.e., not in the toilets or outside.
- Ring the bell for 3, then 2 then 1-minute alerts to the start of the performance.
- Inform Stage Manager (via the headset) that the bar is clear and send Steward/Headset upstairs.

During the show

- Ensure the street door is closed and latecomers are buzzed in. Escort latecomers upstairs.
- Close the door between the bar and the stairs.
- Make a note of the number of people in the auditorium.
- Remain in the box office/bar area and wear their headset throughout the show.

Interval

- Stand at the bottom of the stairs to prevent audience trying to exit via the fire exit doors.
- Ring the bell for 3, then 2 then 1-minute alerts. Check toilets and outside.
- Direct Steward upstairs and inform the Stage Manager that the Steward is going upstairs.
- After the interval put programme money over £20 in the safe and float in the FoH box.

Post-show

- Stand at the bottom of the stairs with flyers for next show and to prevent audience trying to exit via the fire exit doors.
- Return the 2-way radios. Return all badges to the FoH box.

Printing off the audience list of names To run off a list of pre-booked ticket holders, please refer to FoH Notes or noticeboard - Visual instructions and Troubleshooting.

TOWER THEATRE FRONT OF HOUSE STEWARD DUTIES

When you arrive

- Arrive 45 minutes before the show (usually 2.15 or 6.45) to meet with the FoH Manager
- Be given a Tower Badge
- Check with the FoH Manager as to where the seats reserved for latecomers are.

Health and Safety

- Be briefed by the FoH Manager on the code for the main door keypad/H&S/ location of First Aid boxes (behind the bar and in the Stage Manager's Room)/fire alarm/evacuation procedure. Check where fire alarm is, between the front door and inner doors. (This is an audible alarm. There are flashing light warnings in places where a hearing-impaired person may be alone e.g., the toilets)
- Be aware that the Safe Refuges for up to 2 wheelchair users and less ambulant audience members are the Dressing Room and the Lobby at the top of the main stairs, outside the auditorium door.
- If the fire alarm sounds, the nearest exits in the bar are through the front door to Northwold Road and through the door to the theatre stairs, where there is also an exit.
- Theatre SL. The door which leads to the dressing room and a staircase down to the rear of the building.
- Theatre SR. The main door to the auditorium and down the staircase, which leads to an exit to Northwold Road.
- It is essential that you are physically capable of quickly leading your half of the audience downstairs and out of the building. All exits are clearly marked, and the assembly point is the paved space (with the brick tower) on the one-way system to the right of the main entrance on Northwold Road.
- Check whether there are any wheelchair users attending the performance. If so, Steward (1) to escort the user in the lift and to their "seat" before the main door is opened.
- Be aware of the location of the evacuation chair at the top of the back stairs, outside the auditorium door (and how to use it; <https://www.youtube.com/watch?v=twX0a-dk2cM>)
- In the event of a fire, no-one should use the lift – any audience member with limited mobility should be taken downstairs, using the Evac chair once the ambulant audience have evacuated, or be held in a Safe Refuge; in either the Dressing Room or Lobby at the top of the main stairs – depending on where they are seated. Wheelchair users should be guided to the Dressing Room.

In the event of an "incident" you will be required to assist with evacuating the audience. Please ensure you are familiar with the Emergency Exit on your side of the auditorium.

In the case of an audience member becoming ill, try to escort them out of the auditorium and either take them downstairs or sit them upstairs on the landing whilst you go for help from the FoH Manager. There is a First Aid box in the Stage Manager's Room should anyone e.g., trip going to/from their seat and need a pressure bandage before going downstairs for further treatment.

Pre-show

Steward (1)/Steward (2) – *(Between the Main door to the street and the Bar)*

- Ask members of the audience to have their ticket ready – on phone/paper
- Direct anyone who needs a ticket/programme to the bar, where there is a till for ticket/programme sales.
- Steward (1). Check proof of purchase (printed or on phone) as people arrive and tick off names on the printed list.

- Steward (2). Sell programmes to anyone who has cash.
- Remind the audience BEFORE they go upstairs to the auditorium that the toilets are downstairs.
- Steward (1) will also have a radio, so they can be contacted during the show if needed. They will go up last and sit near the auditorium door, not on the far side.
- Steward (2) (who sits on the far side of the theatre) needs to be alert to people getting up to go to the toilet during the performance and trying to exit by the lift door or backstage door.

Be directed by the FoH Manager, approximately 15 minutes before the show starts, to -

- Steward (2) Be prepared to guide wheelchair user (s) to the lift and go up to the theatre to meet them and escort to their “seat” before the main door opens, and remain there OR Go up to the auditorium to help to seat the audience; encouraging them to move along the rows and not leave gaps. Seats should be filled from centre (under the Box) outwards.
- Steward (1) When directed by the FoH Manager, ring the bell for the 5/3/1-minute alert of the start of performance, return the programmes/cash to the FoH Manager, check the toilets and go upstairs - closing the door to the auditorium and internal curtain across the door, and sitting in designated seat. **This action cues the start of the show.**

During the show

- Stewards must be seated in the auditorium to deal with emergencies; one at each end of the back row so they can lead their side of the audience out.
- Steward (1). Greet latecomers silently and direct them to the marked “Reserved” seats near the door. *(They may change seats at the interval if there are any available).*

Interval

- Steward (1). Open the auditorium door at the interval

Either –

- Remain in the auditorium and discourage audience members from straying onto the set, or using the lift (unless the person has limited mobility)
- Support the FoH Manager in the bar; check again for glass and cans being taken into the auditorium, and people in the toilets or outside.
- Close the internal curtain across the door to the auditorium before the show begins.

Post show

- Guide the audience out of the auditorium.
- Clear rubbish from the seating areas and place in bin.
- Take any plastic cups back to the bar for washing and reuse.
- You should remain on duty until the end of the performance and should wear the badge provided until the end of each show, after which please return it to the FoH Manager.

TOWER THEATRE FRONT OF HOUSE STEWARD DUTIES – AIDE MEMOIRE

When you arrive

- Arrive 45 minutes before the show (usually 2.15 or 6.45) to meet with the FoH Manager

Health and Safety

- Be briefed by the FoH Manager on the code for the main door keypad/H&S/ location of First Aid boxes (behind the bar and in the Stage Manager's Room)/fire alarm/evacuation procedure.
- Check whether there are any wheelchair users. If so, Steward (2) to escort the user in the lift and to their "seat" before the main door is opened. In the event of a fire, no-one should use the lift.

Pre-show

- Ask members of the audience to have their ticket ready – on phone/paper.
- Direct anyone who needs a ticket/programme to the bar.
- Steward (1). Check tick off names on the printed list.
- Steward (2). Sell programmes to anyone who has cash.
- Remind the audience BEFORE they go upstairs to the auditorium that the toilets are downstairs.

Be directed by the FoH Manager, approximately 15 minutes before the show starts, to -

- Steward (2) Return the programmes/cash to the FoH Manager. Go up to the auditorium to help to seat the audience.
- Steward (1) Ring the bell, check the toilets and go upstairs - closing the door to the auditorium and internal curtain across the door. **This action cues the start of the show.**

During the show

- Steward (1). Greet latecomers silently and direct them to the marked "Reserved" seats near the door.
- Steward (1). Open the auditorium door at the interval
- Either – Remain in the auditorium and discourage audience members from straying onto the set
- Or - Support the FoH Manager in the bar; check again for glass and cans being taken upstairs, and people in the toilets or outside.
- Steward (1). Close the internal curtain across the door to the auditorium before the show begins.

Post show

- Guide the audience out of the auditorium.
- Clear rubbish from the seating areas and place in bin.
- Take any plastic cups back to the bar for washing and reuse.