

**Notes for Front of House / House Manager**

Thank you for assisting with running a Marlborough Dramatic Club production. The committee look forward to assisting you with your responsibilities looking after our audience front of house (FoH) during this show. We hope the following notes will be helpful to those new to this role and a useful reminder of Marlborough specifics to those with experience and are intended to aid the smooth running of the production week.

As the public face of the Club, the front of house team is instrumental to ensuring that our audience is warmly welcomed to the theatre hall, safely looked after throughout, and enjoys the show experience.

House Manager – oversees everything to do with the front of house team

Front of House team – will be given specific roles by the house manager to carry out through the show.

**Before show week**

- House manager should attend any production meetings as requested by the director to discuss any requirements that the show has of the FoH team. For example if the director requires a seat saved in the auditorium for a cast member, or if cast will be entering from the front of house area during the show. (Meetings are held from 4-5 months before show week)
- House manager should ensure that all equipment needed for FoH is gathered and checked. For example, urn for making tea, cups, biscuits. Cash float and card machine. Signage for directing audience. See list at the end regarding likely items required.

**During show week**

- You will be able to park just outside the Memorial Hall during show week. (See maps on last pages). You must access the Hall via our stage door to sign in.

<b>Saturday get-in</b>	A full day collecting the set from the barn, building the set and beginning to set up lighting, FoH etc.
<b>Sunday</b>	School unavailable.
<b>Monday Rehearsal</b>	Technical only – unless otherwise decided. Time TBC
<b>Tuesday Rehearsal</b>	Full Dress – on stage at 7:30 p.m.
<b>Wednesday Rehearsal</b>	Full Dress and makeup. Curtain up at 7:30 p.m.
<b>Thursday/Friday</b>	Director hands over the play to the stage manager. Curtain up at 7:30 p.m.
<b>Saturday Matinee</b>	Curtain up at 2:30 p.m.

- If able, the club would welcome help on the Saturday get-in / set build day. FoH preparations can begin, and a hot drink / biscuits station can be set up backstage for the crew / FoH teams.
- Health & Safety: Be aware of emergency procedures within the theatre, location of fire extinguishers, exits, muster points, etc. Determine location of the club’s first aid kit and who will be first responder on each day for any medical issues amongst the audience.
- Ensure that the public entrance to the hall is clear and signage is set-up (inside and outside the building) to guide audience members in finding their way. There is a map at the end of this document to show where audience members can park and which door



they should use to access the hall. Check entrances remain clear, and signage is in position every day.

- House Manager should ensure they have the mobile number for the school porter / security team in case of any emergency.
- House manager should ensure they have a copy of the key card to unlock any of the rooms used during the show (check they work before and after 6pm). (Stage manager to have the other copy.)
- Set up the reception desk at the back of the theatre hall. The committee will provide a list of those people who have booked / paid for tickets and this can be checked on production days as the audience arrives. A cash float and the card machine will be needed here for those yet to pay. A stack of programmes will be provided and these are free with each ticket. A box for donations to the club can also be set-up here.
- Any cash float / donations box SHOULD NOT be left on premises unattended.
- One member of the FoH team to be responsible for operating the clicker to count the number of audience members at each performance. The House Manager must be provided with the head count total.
- Set up the display boards with photos / names of cast members and director at the back of the theatre hall. Set up any flower arrangements being provided.
- Set up the tearoom, with urn, cups, tea / coffee, cold drinks, biscuits etc. These are provided free with each ticket. Ensure someone is identified to replenish supplies and bring fresh milk each day.
- Arrange / tidy auditorium seating as appropriate and check all is in place before each performance.
- Official photography of the production will be arranged by the committee and will take place on the Wednesday dress rehearsal. This will include a stage line-up of all cast in full dress & make-up and a line-up of all cast and crew.
- Handbags / wallets, money or other valuables should not be left unattended in the dressing rooms.
- No alcohol to be taken into the dressing rooms. No smoking on school premises.

### **Production days:**

- Arrive at least 1 hour before curtain up.
- Dress code – smart.
- House manager to ensure all FoH team have arrived and are aware of their specific roles that day, e.g. staffing the reception desk, tearoom, ushering guests, operating clicker, etc. Ensure there is an up to date list of those who have bought tickets for that day.

- Seats are not numbered so the audience can sit anywhere, however, if there are any special seating requests, ushers to ensure seats are reserved as appropriate.
- Once the house manager has communicated with the stage manager that all is ready backstage, sound the house bells at three, two and one minutes before the performance is due to begin to alert audience members to take their seats. When all audience members are seated, house manager to advise the stage manager.
- If the house manager has been advised of any requirements for cast access FoH or in the auditorium as part of the show, ensure the FoH team facilitates where necessary.
- During the first half, ensure final preparations are made in the tearoom, ready for providing hot drinks etc. during the interval which is usually 20 minutes. After the interval, clear and tidy the tearoom ready for the next day.
- The house manager will advise the stage manager of the progress of the audience through the tearoom and will repeat the house bells process at the end of the interval,
- After the end of the show, escort all audience members out of the hall.
- Before leaving each day, the house manager should check all tearoom equipment / lights are switched off and cash / card machines are taken safely offsite. Co-ordinate with the stage manager who has final responsibility for these checks.

**Stage Party:** A party will be held on stage after the Saturday performance at Brentwood School. Everyone connected with the production is invited and may bring one guest. Cost will be advised. Other guests may be invited at the discretion of the Director. Wine, soft drinks and snacks will be served.

**List of things needed:**

Directional signage	List of those who booked tickets online per day
Display board	Reserved seat signs
Cast profile pictures and name tags	First aid box
Flower arrangement	Tea urn x2 (1 for tea room, 1 for backstage)
House bell	Kettles
Clicker for the headcount	Cups / holders
Cash float	Tea bags / coffee granules / sugar / sweeteners
Card machine / accompanying mobile phone	Juice concentrate
Box for donations to the club	Milk
Programmes	Biscuits

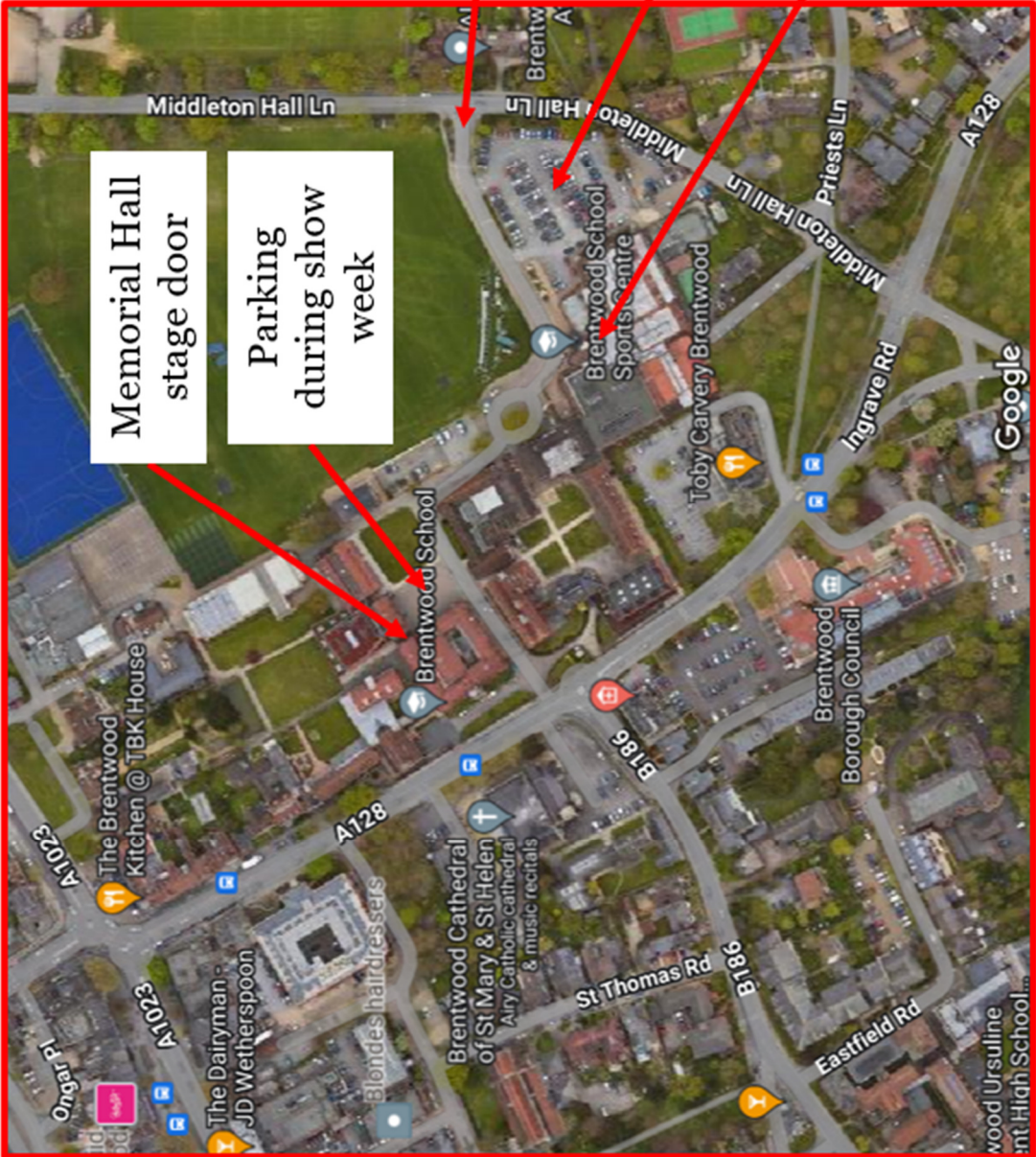


**Brentwood School,  
CM15 8EE**

Entrance to  
Brentwood School  
site via Bayman  
Gate, Middleton  
Hall Lane

Parking for  
rehearsals

Entrance to Sports  
Centre – rehearsal  
room



Memorial Hall  
stage door

Parking  
during show  
week



**Brentwood School,  
CM15 8EE**

Entrance to  
Brentwood School  
site via Bayman  
Gate, Middleton  
Hall Lane

Main parking area

**LOCATION  
INFORMATION  
FOR OUR  
AUDIENCE**

