

Volunteer Position Description – House Manager

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| <p>Title of Position</p> | <p>House Manager</p> |
| <p>Purpose</p> | <p>House Managers have supreme authority over the patron areas of the theatre (lobby, auditorium, washrooms, etc) during a performance, ensuring that all patron services are delivered in a safe, efficient, friendly manner. They, along with the stage manager, work together to ensure the safety and security of every other person in the building.</p> |
| <p>Primary Responsibilities</p> | <p>Upon arrival (take no longer than 30 minutes to complete following tasks):</p> <ul style="list-style-type: none"> • Put on badge and vest, take and check flashlight • Inspect all entrances and exits, unlocking the front doors, ensuring all entrances are free of any obstructions, and completing or delegating snow removal and/or sanding/salting as necessary • Perform Emergency check: paths of egress are clear, fire extinguishers are in place, note locations of first-aid kits • Check washrooms for cleanliness and adequate supplies – complete or delegate any cleaning/re-stocking tasks required • Check in with the stage manager or event technician for intermission/late entry info, running times, photo policy, when it’s okay for house crew to enter the auditorium, and any other relevant information • Check if there are programs that need stuffing • Turn on display and marquee lights, auditorium fans, and step lights <p>90 minutes prior to curtain:</p> <ul style="list-style-type: none"> • Log-in to TixHub • Check batch printing • Click on “Quick Sell” – check that performance showing is correct, check house size and distribution, wheelchair patrons, other info, etc. • Check and respond to phone messages, if any • Pull and stack ticket pick-ups for the performance in alphabetical order • Re-familiarize yourself with the operation of the House Manager’s phone to booth <p>60 minutes prior to curtain (when ushers arrive):</p> <ul style="list-style-type: none"> • Ensure all ushers have vest, badge, flashlights, get them started stuffing programs, preparing concession, or doing any other tasks required |

- Review “Ushering 101” document, and assign usher duties:
 - Usher 1: Down House left, usher seat #1
 - Usher 2: Down House right, usher seat #2
 - Usher 3: Up House left, usher stool A
 - Usher 4 (Concession Usher): Up House right, usher stool B
- Perform mandatory emergency and safety training session:
 - Review emergency evacuation procedures
 - Inquire who has an up-to-date CPR or First-Aid certification
 - Conclude with show-specific information: late entry policy, photo policy, and anything else important that the ushers need to know about this show
- Dismiss ushers to continue their prep work until 30 minutes prior to curtain
- Hand-out ticket pick-ups and sell tickets as required (see page 4)

30 minutes prior to curtain:

- Instruct ushers to take their positions
- Check with Stage Manager for clearance to open doors
- Instruct ushers to open the doors and begin taking people to their seats
- Continue handing out ticket pick-ups and selling tickets as required
- At **5 minutes** prior to curtain instruct ushers to announce 5 minute call in lobby, flash lights if necessary
- At **1 minute** prior to curtain instruct Usher 3 to check regular and wheelchair washrooms and instruct Usher 4 to close down concession
- **At curtain:** Instruct ushers to close doors and take their positions. Use booth phone to inform stage manager that the house is in.

During performance:

- Remain in lobby, seating any late-comers in accordance with show policy
- Once you have all late-comers seated (usually about 20 minutes into the show), perform the end-of-shift cash-out in TixHub and close down the box office

During intermission:

- Be available to assist the ushers as necessary (washroom breaks, snow removal, concession help, etc)
- Repeat top-of-show duties in last five minutes of intermission (see above)
- After the intermission close down the concession area and prep/re-stock

After the show:

- Thank patrons as they depart
- Assist ushers with cleaning the theatre, distribute latex gloves as necessary
- Turn off the Marquee lights, step lights, side lights, fans
- Write show notes in spiral notebook
- Return badge, lock (and check) front doors of the theatre prior to departure
- You may leave the theatre when all **patrons** have departed, **if** the technician and/or client have been trained in building lock-up procedures

Emergency Evacuation Procedures (from Fire Safety Plan – full plan is in the binder)

House Manager Responsibilities (as Fire Safety Supervisor)

- Alert all occupants
- Instruct ushers to begin evacuation of patrons from their designated areas of the building
- Instruct event stage manager or house technician to begin evacuation of event personnel
- Notify the Fire Department (9-1-1) from an area of safety
- Supervise the evacuation of occupants, ensuring that persons requiring assistance are being escorted to safety
- Retrieve Fire Safety Plan from House Manager’s office and all building keys from box office if it is safe to do so
- Meet the Fire Department outside, at the front of the building. Provide them with any necessary keys to the building and a copy of the Fire Safety Plan.
- Inform the firefighters of the location of any persons unable to evacuate and provide any details as to the nature of the emergency.

Usher Responsibilities (to be explained by the House Manager prior to every performance)

- Alert all occupants in your area

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| | <ul style="list-style-type: none"> • Instruct patrons in their designated areas to evacuate by directing them to the exit closest to their designated area (or alternate exit, if closest exit is blocked) • Assist any persons in your area who may require help to evacuate. <p><u>Note:</u> If for any reason, a person in your area is unable to evacuate, the Fire Safety Supervisor (located outside, at the front of the building) is to be notified immediately.</p> <ul style="list-style-type: none"> • Verify that the Fire Department has been called. • Do not allow anyone to re-enter the building until it is declared safe to do so by the Fire Department. • Upon arriving outside keep your group of patrons together • Inquire of each patron in your group if all members of their party are accounted for <p>Fire Extinguishment, Control or Confinement: In the event a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the operator, then the door to the area should be closed to confine and contain the fire. Leave the fire area, alert the occupants, activate the fire alarm (if so equipped) and carry out your duties under the evacuation plan. Ensure the Fire Department has been notified and wait for them to arrive.</p> |
| <p>Qualifications</p> <ul style="list-style-type: none"> • Experience • Skills • Qualities or attitudes | <p>House Managers are always first trained as ushers and concessions staff, and are only asked to become House Managers after having served for an extended period of time. In order to be a House Manager a volunteer must have good communication skills, the ability to organize, self-start, and take charge, and be able to think on their feet to react to rapidly changing audience situations. They must also be punctual, practice good personal hygiene, and maintain a cheerful, helpful disposition at all times.</p> |
| <p>Time Commitment</p> | <p>House Managers are typically asked to arrive 1 hour and 15 minutes prior to curtain, and to stay until the last patron leaves. The frequency of volunteer opportunities will vary based on the shows booked at the theatre.</p> |
| <p>Benefits</p> | <p>House Managers are senior members of the Theatre’s Volunteer team, and play an important role in facilitating the creative energies of the companies whose work is being presented on stage. They should take some pride in that – this is perhaps the best example of “we couldn’t do it without you” that we have.</p> |

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| | House Managers also gain skills as managers, as communicators, and as salespeople, and have a natural opportunity to make friends and build contact networks. House Managing provides excellent job skills in addition to volunteer experience. A well-trained House Manager in our theatre would be well-positioned to apply for a paid position in a larger venue. |
| Orientation and Training | In order to become a House Manager a volunteer must already be working as an usher and concessions staff, have demonstrated proficiency in these roles, and expressed a clear desire for more responsibility. They must also attend a handful of shows as a “Shadow” volunteer, working alongside a veteran House Manager to learn how to work under a variety of different situations. |
| Challenges/Risks of the position | House Managers need to be quick thinking and fairly mobile, and must be able to do or delegate any task quickly. They are ultimately responsible for the safety and security of all patrons, and as such are the person in charge during emergency situations. |
| Boundaries of the position | Do whatever it takes to ensure that our patrons are safe and having a good time! Don’t hesitate to contact the Theatre Coordinator or the Parks and Rec after-hours on-call if you don’t know how to do something or you need some help. |
| Supervision | All House Managers are responsible to the Theatre Coordinator: Eric Goudie 519-846-9691 ext.200 egoudie@centrewellington.ca |
| Evaluation | This position is subject to evaluation annually. For the first few times a new House Manager works the Theatre Coordinator will endeavour to provide additional feedback, support and advice as necessary. |
| Special Resources or policies Contracts | House Managers should be familiar with Township of Centre Wellington Policies and Procedures, or at least know where to find them. House Managers should take advantage of the quiet times during shows to review the materials in the House Manager’s binder. |
| Success Measures | A House Manager knows that he or she has been successful when all patrons leave the theatre safe, happy and satisfied with the level of customer service they have received, even if they didn’t enjoy the actual show. Success is all about quality, not quantity – even a small audience deserves the same level of excellence as a sold out house. |

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| Screening Measures | This position will be subject to the regular volunteer application process, followed by a period of time as an usher and concession manager, followed by a discussion with the Theatre Coordinator, then shadowing, then a probationary period. |
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Date Prepared: October 2017

Location: Fergus Grand Theatre