

JOB DESCRIPTION

Job Title: FOH Torch Steward

Reporting to: FOH Manager

Direct Reports: None

Purpose of Job: To assist patrons in the front of house (FOH) areas including the auditorium and escort them safely from the building in the event of an evacuation, to also assist the FOH Manager by selling FOH items before performances and during the interval.

Specific Duties

1. To wear black and white smart clothing and a Nomads FOH badge which can be collected from the foyer. Please remember to return your badge before you leave.
2. To be in attendance at the Theatre 45 minutes and no later prior to curtain up.
3. To sign in/out on the FOH register and report to the FOH Manager.
4. Coats to be hung on the pegs outside the ladies toilet, handbags to be put in the kitchen next to the fridge.
5. Before the show, 1 Torch Steward is positioned at each of the auditorium entrances to check tickets. If there is a third Torch Steward, the other is to sell raffle tickets on a Preview Night only or Sweets on show nights. Whilst there you can direct people to seats. All Torch Stewards must ensure the aisles are kept clear and if required assist disabled patrons to the disabled seats.
6. The 2 Torch Stewards at auditorium entrance doors are to sell programmes, money pouches can be collected from the Box Office along with the float, programmes are £2 each and all audience members should be asked if they would like to buy one. Any spare programmes are to be given back to the Box Office once the show starts.
7. Raffle – Ensure there are raffle prizes out on the table, if not check in the box under the raffle table and put more out. If none are there report to the FOH Manager. We sell a strip of 5 tickets, each strip costs £1. One strip remains in the book, the other is given to the patron. Once the show has started all sold tickets are put in the silver box and mixed up, then a raffle ticket is picked and taped to each of the prizes, therefore patrons can collect during the interval. Any prizes not collected should be put in the cupboard under the coffee cups near the bar.
8. Sweets – The sweet trolley is situated next to the raffle table so the Steward can also sell sweets, snacks, and cans of drink. All sweets are £2 a bag, snacks/crisps are £1 a bag and cans are £1.50 each. The float can be collected from the Box Office. If sweets need topping up, they can be found in the cupboard behind the coffee serving area, keys are in the key cabinet in the Box Office. Sweets should be topped up once the show starts and after the interval ready for the next performance.
9. Coffee - After curtain-up prepare coffee, biscuits and flapjacks for the interval ensuring there are coffee cups/saucers and mugs with teaspoons along with a plate of biscuits, a bowl of sugars and a jug of milk. Prepare the coffee and tea just before the interval. If you are the 3rd Torch Steward check whether the Bar Staff or FOH Manager can prepare the coffee, if not you will need to vacate the Torch seat a few minutes before the end of Act 1, the FOH Manager will advise the timings. Collect the float from the Box Office. Bar staff may also assist with this preparation. Serve coffee and biscuits during the interval at a cost of £1 per cup/saucer or £1.50 per mug, flap jacks are £1 each. After the interval, ensure all cups etc. are washed up and a clean set put out for the next night. On the last night of the production all crockery must be put away into the cupboard behind the coffee serving area, keys are in the key cabinet in the Box Office.
10. Souvenirs – On the occasions when souvenirs are on sale a steward or cast will man this table. Prices will vary and the price list will be on the notice board above the souvenir's table. The float can be collected from the Box Office. If souvenirs need topping up, they can be found under the table and should be topped up once the show starts and after the interval ready for the next performance.
11. The Torch Stewards checking tickets must ensure all patrons have purchased the correct ticket for the correct performance. Each Patron must have a ticket irrespective of age or size. This is a requirement of our Public Entertainment Licence. Also check concessions, reporting any suspected discrepancies to the Box Office.
12. In the event of an invalid ticket being proffered then you should politely direct the patron(s) to the Box Office. Do not become involved in any dispute.

13. The Stage Manager will give announcements via the tannoy system asking patrons to take their seats. All FOH staff should assist with asking patrons to take their seats on time. Having checked toilets and seated all patrons, Torch Stewards will close the auditorium doors and take their seats at each side of the auditorium.
14. Torches and high vis vests are on hooks by each Torch Steward seat, if these are found not to be working, please report to the FOH Manager who will give you a replacement torch.
15. During the performance Torch Stewards must check that patrons do not obstruct the aisles, stand on the seats, take photographs, or film during the performance, nor take any glasses from the bar into the auditorium. Plastic cups are available from the Bar.
16. Each Steward shall be responsible for the safe evacuation of the auditorium and shall follow the instructions of the FOH Manager and must have read the Nomads Emergency Evacuation Procedure which lists the muster point. During an evacuation Torch Stewards become Fire Marshalls and should attend the Fire Marshall Training.
17. During the interval Torch Stewards will open the auditorium doors, one will collect ice creams from the FOH Manager to sell and must stay in the auditorium during the interval in case of an emergency. The 2nd Torch Steward will sell coffees, but if Patrons ask for ice creams these can be sold from the coffee serving area too, the Bar also holds sweets to sell. The 3rd Torch Steward will sell sweets. Floats should be in place but can be collected the floats for area you are selling from the Box Office.
18. Remember the key principles of food hygiene.
19. At the end of the performance Torch Stewards shall assist patrons in making a safe exit from the auditorium and then check for litter or lost property. Any lost property is to be handed into the Box Office.
20. Please wash your hands and sanitise as and when necessary, before selling sweets/ice cream/coffee etc., and put any used tea towels in the laundry basket on top of the fridge/freezer for cleaning at the end of each shift.
21. When cleaning up remember cleaning cloths for the FOH Bar/Kitchen are coded yellow or green and FOH has its own mop and bucket. (Toilet areas will use separate equipment which is stored back-stage).
22. Assist the bar staff if necessary.
23. Please confirm with the FOH Manager that you can leave, sign out then hand in your badge.