

JOB DESCRIPTION

Job Title: FOH Duty Manager

Reporting to: FOH Co-ordinator

Direct Reports: FOH Staff

Purpose of Job: To ensure the FOH is manned and run smoothly and to take charge of the FOH areas in the event of an evacuation. To liaise with the Stage Manager to ensure the House is handed over.

Specific Duties

1. To wear black and white smart clothing and a NKT FOH badge and face mask which can be collected from the foyer. Please remember to return your badge before you leave.
2. To be in attendance at the Theatre 1 hour and no later prior to curtain up.
3. To sign in/out on the FOH register and report to the Stage Manager ensuring that all fire exits are open, all external exit lights are on, and all emergency exit routes are free of any obstructions.
4. Coats to be hung on the pegs outside the ladies toilet, handbags to be put in the kitchen next to the fridge.
5. Introduce yourself to each member of the FOH team and ensure they are aware of their duties and if necessary, cover any missing Stewards duties.
6. Seek advice from the Stage Manager of any entrances or exits cast make via the auditorium and ensure that all Torch Stewards are aware. Also check timings of the show and inform FOH/Bar staff, ensuring the clock stating 'end of performance' is showing the correct time.
7. To ensure we have at least 4 staff (bar, box office, FOH) before the theatre front doors are opened to our patrons. To open the main front doors for patrons no earlier than 45 minutes before the show starts.
8. Check with Box Office the need to accommodate disabled patrons and ensure the removal of the necessary seats. See that they are safely stored for the duration of the performance outside the boiler house taking care not to block the fire exit and put back into position at the end of the performance. If necessary, cone off the disabled parking space.
9. To check all torches are working and Hi-Vis jackets are placed on the hooks next to the FOH Torch Stewards seats. Batteries are housed in the sound cupboards in the workshop.
10. To ensure Box Office have issued floats for ice cream/souvenirs/sweets/programmes/coffee.
11. After receiving clearance from the Stage Manager, 'Open the House' hopefully no later than 15 minutes prior to curtain up, ideally half an hour before the show starts. Cast/crew should not be in the FOH areas or on stage once the house has been opened, nor should FOH staff go onto or across the stage before performances, ensure that FOH staff do not allow audience members on stage.
12. To ensure tickets are checked by Torch Stewards, ensuring they have paid for the correct type of ticket. Each Patron must have a ticket irrespective of age or size. This is a requirement of our Public Entertainment Licence. To count the number of patrons in the auditorium before the show commences and record in the signing in book. This is used for evacuation purposes. Ensure one Torch Steward is on duty at each door and one placed in the auditorium to direct patrons to seats if there are sufficient stewards.
13. In the event of an invalid ticket being proffered then you should politely direct the patron(s) to the Box Office. If necessary, assist staff with a dispute.
14. 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.

15. Having checked toilets and seated all patrons, Torch Stewards will close the auditorium doors and take their seats at each side of the auditorium.
16. Each Torch Steward shall be responsible for the safe evacuation of the auditorium and shall follow the instructions of the FOH Manager, all stewards will have been issued the Nomads Emergency Evacuation Procedure and should have attended Fire Evacuation Training.
17. During the interval Torch Stewards will open the auditorium doors and one will collect ice creams from the FOH Manager to sell, the other must stay in the auditorium during the interval in case of an emergency.
18. To ensure the raffle table has prizes if none are available check under the table or in the cupboard under the coffee cups.
19. To ensure the staff top up souvenirs, sweets, and wash-up then set up coffee cups for the next show before they leave.
20. Floats should be given to the Box Office at the end of the interval.
21. To ensure FOH staff get patrons into their seats on time, once all areas are checked and everyone is seated and counted, give the backstage staff clearance so the show can start on time.
22. To ensure patrons do not take glass wear into the auditorium, plastic cups are available from the bar.
23. The FOH Manager is responsible for FOH areas to be evacuated and becomes the Senior Fire Marshall in the event of an evacuation, an orange Hi-Vis must be worn to show this position, these are available in the Box Office. FOH staff are responsible for evacuating all areas including the auditorium up to the front of the stage and incorporates the Car Park area ensuring no obstructions to the designated exit routes, so please ensure you are fully conversant with the NKT Emergency Evacuation Procedure and the muster point.
24. You must leave the building when all FOH areas have been vacated, taking the signing in register with you and meet at the muster point ready to report to the Fire Brigade.
25. During the performance ensure that no one at all goes into the wings at any time through the foyer door including members. FOH staff should always remain in the FOH areas.
26. At the end of the performance FOH Stewards should check the toilets to ensure they are tidy. Any lost property is to be handed into the Box Office. Ensure the seating removed for disabled patrons is brought back in. Once all areas have been cleared and set up for the following performance FOH staff should report to you to check they can sign out and leave. Please make sure you and they hand in the FOH badges.
27. In the event of an accident endeavour to call a First Aider and where necessary seek the assistance of the Ambulance Service. File a report into the Accident Book which is kept in the Box Office.
28. Ensure that all the fire exits are closed, external lights switched off and the auditorium is secure.
29. When clearing up the coffee area 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).
30. Ensure all staff wash their 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.
31. Ensure FOH Staff assist the bar staff if necessary.
32. Ensure all staff are aware of the key principles of food hygiene by following the below;
Prevent contaminating food with pathogens spreading from people, pets, and pests. Store food at the proper temperature. Use safe water and raw materials.
33. Sign the Duty Book before leaving the theatre and hand back the building to the Stage Manager.