



The Spotlight Theatrical Company  
185 -187 Ashmore Road, Benowa. Qld. 4217.

## General Duties Front of House Volunteers – 2019.

### The Front of House Team

Our wonderful Front of House Team is responsible for the smooth running and control of all of the areas in front of the stage including the Auditorium (less any technical or performance crew), the Foyers/Bar Area, and the outside hospitality areas of the building used by our patrons including the car park.

The following 9 positions make up our standard Front of House Team for each performance:

1. **Host** – This position is the highest level and assumes total control on behalf of the Spotlight Management Committee as the Duty Manager for each performance.

**In an emergency**

The Host also fills the position of Fire Warden: the main coordinator in any emergency. *We are currently looking into and planning for Spotlight to offer accredited training to all HOST volunteers in First Aid and CPR including the safe operation of our Defibrillator. All Hosts will be given additional emergency procedures training over the next few months.*

2. **Bar Manager** – Is responsible for the smooth running of the bar and operation of our Food and Beverage sales. The Bar Manager is also responsible for the overseeing and control of our Responsible Service of Alcohol obligations.

**In an emergency**

The Bar Manager will assist the Host with looking after the patrons as required. In the unlikely event of something happening to The HOST, The Bar Manager will assume the duties of the host with particular regard to coordinating any emergency.

3. **Bar Assistant** – Works with the Bar Manager to assist in the smooth running of the bar and operation of our Food and Beverage sales. The Bar Assistant is also responsible for the implementing /overseeing our Responsible Service of Alcohol obligations.

**In an emergency**

In the event of an emergency, the Bar Assistant offers backup to the Bar Manager and Host as required.



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4. **Usher 1** – Controls Position One: The main entry into the Halpin Auditorium. Standard Usher duties include checking the tickets of each patron to ensure correct performance details and to offer direction to the allocated seats or other ushers for seating assistance. Assist any patrons with disabilities who may need “pre-seating” prior to the Halpin Auditorium being opened to the general public. General crowd control and keeping the peace. Housekeeping duties during interval and post show including clearing tables as required.

#### In an emergency

Usher 1 assists patrons closest to the Main entry to the auditorium by directing them to the emergency assembly area through the closest safe exit point. Alerting Host and Bar Manager of any patrons in need of additional assistance. Ensures the main doors closed but not locked once everyone is out of the Auditorium.

5. **Usher 2** – Controls Position Two: The Left side of the Halpin Auditorium (Costume Shop side). Base positioned half way from the Main door to the Stage. Standard Usher duties include checking the tickets of each patron to ensure correct performance details and to offer direction to the allocated seats or other ushers for seating assistance. Assist any patrons with disabilities who may need “pre-seating” prior to the Halpin Auditorium being opened to the general public. General crowd control and keeping the peace. Housekeeping duties during interval and post show including clearing tables as required.

#### In an emergency

Usher 2 assists patrons closest to the Left Exit Door from the auditorium by directing them to the emergency assembly area through the closest safe exit point. Alerting Host and Bar Manager of any patrons in need of additional assistance. Ensures the Left Exit Door is closed but not locked once everyone is out of the Auditorium.

6. **Usher 3** – Controls Position Three: The Right side of the Halpin Auditorium (Sound Desk side). Base positioned half way from the Main door to the Stage. Standard Usher duties include checking the tickets of each patron to ensure correct performance details and to offer direction to the allocated seats or other ushers for seating assistance. Assist any patrons with disabilities who may need “pre-seating” prior to the Halpin Auditorium being opened to the general public. General crowd control and keeping the peace. Housekeeping duties during interval and post show including clearing tables as required.

#### In an emergency

Usher 3 assists patrons closest to the Right Side Emergency Exit Door by directing them to the emergency assembly area through the closest safe exit point. Alerting Host and Bar Manager



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of any patrons in need of additional assistance. Ensures the Right Side Emergency Exit Door is closed but not locked once everyone is out of the Auditorium.

- 7. Box Office Manager** – Is responsible for the sale and issuing of tickets to Patrons prior to each performance. The Box office manager is also responsible for informing the Host of the total number of tickets issued (not just sold, must contain all complimentary tickets) for the particular performance based on a sold out status report or similar as soon as possible after the performance begins.

#### In an emergency

We note that it has been usual practice for the Box Office Manager to leave once the Performance begins and the box office reconciliations have been completed. As such, in an emergency the Box Office Manager (if on-site) will assist in any way the Host deems fit according to the circumstances.

- 8. Program Seller 1** – Is responsible for the selling of our show souvenir programs, raffle tickets and generally promoting our theatre and performance season to the patrons in attendance. Usually works as a part of a team of two.

#### In an emergency

Program Seller 1 moves to the Emergency Assembly area or other designated spot and assists the Host by assessing the condition of assembled patrons, cast and crew and informing the host or delegate of any injuries or difficulties. The program Sellers are also responsible for ensuring that no one leaves the area and that everyone remains calm.

- 9. Program Seller 2** – Is also responsible for the selling of our show souvenir programs, raffle tickets and generally promoting our theatre and performance season to the patrons in attendance.

#### In an emergency

Program Seller 2 moves to the Emergency Assembly area or other designated spot and in collaboration with Program Seller 1, assists the Host by assessing the condition of assembled patrons, cast and crew and informing the host or delegate of any injuries or difficulties. The program Sellers are also responsible for ensuring that no one leaves the area and that everyone remains calm.