



# HOUSE MANAGER BASIC CHECKLIST

Updated 1/25/18

## BEFORE VOLUNTEERS ARRIVE

- CLOCK IN ON TIMESHEET**
- Set up toilet paper, paper towels, and sign in actors' restroom upstairs; make sure it's clean; Make sure all office doors are closed when you leave
- Prep cash report slips (show name, date, time); count bar & concessions cash and initial cash sheets (both should start at \$150); setup Registers in iPads for bar & concessions (enter correct starting cash if it isn't \$150); set up iPod/open TicketScan app and select the correct show/date
- Open show PDF (Server>Data>Box Office>Box Office Reports>Show Name Folder>Show Date/Time PDF), enter starting cash for bar and concessions; check Sales Spotlight app for total seats sold; check seating chart online for any sold seats in director's box or added chairs in house
- Turn on antique cabinet stereo power strip (inside back of cabinet); turn on CD player in back of cabinet; start lobby music CD on "repeat all"
- Turn on all table and floor lamps in lobby
- Wait for volunteers **in lobby**

## WHEN VOLUNTEERS ARRIVE

- Wait for **all** volunteers to arrive before distributing keys, cash bags, iPads, and iPod; assign Hospitality & Concession volunteer duties (concessions might stay closed if short on volunteers – always staff bar first)
- Enter Volunteer arrival times on volunteer roster on wall of box office (round to nearest quarter hour)**
- Assist volunteers with setup; Train/Supervise new volunteers; **Use Hospitality/Bar Checklists for Training**
- Check in with box office staff for any ticketing issues
- Meet with Volunteers & Stage Manager in lobby 5 min. before opening lobby to check run times of show

## WHILE LOBBY IS OPEN (1 hour before show time)

- Make sure volunteers have everything they need and **close/lock the kitchen**
- Try to stay stationed near box office, answer volunteer/staff/patron questions & assist as needed
- Walk through Theatre and pick up all trash and programs; place items in Lost & Found as necessary
- Assist box office staff with walk up sales/will call as needed; Admit patrons TicketScan as needed
- Give **15 min. & 5 min.** warnings to SM before opening house, **verify with S.M. ok to open house**

## WHILE HOUSE IS OPEN (15 minutes before show time)

- Seat patrons; give **15 min. & 5 min.** warnings to S.M. before curtain, **ring bell at 5 min. to curtain**
- At show time, highlight empty seats on seating chart & proceed with waitlist procedures (use iPad or iPod to check manifest in Sales Spotlight and scanned tickets in TicketScan apps)
- After seating waitlist and completing headcount, **verify with S.M. ok to start show (text headcount to S.M.)**
- Close curtains and house doors, switch lobby TV to monitor input, turn off main lobby lights (by house/box office doors), turn of lobby music, and **enter start time of Act I into PDF**

## DURING ACT I

- Verify any walkup sales with box office staff, put cash/checks/signed credit card receipts in small plastic envelope, dismiss staff if everything checks out
- Retrieve iPod from hospitality volunteers & **plug it in to charge** in box office, assist volunteers with setting up lobby for intermission (restocking bar/concessions, replenishing coffee condiments, cleaning/restocking restrooms, etc.)
- Enter end time of Act I into PDF**

**CHECKLIST CONTINUED ON OTHER SIDE**



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## DURING INTERMISSION

- Turn on main lobby lights and lobby music, switch lobby TV input back to DVD player
- Stay stationed in front of backstage door or assist bartender if needed (ring up purchases in Bar iPad while bartenders pours)
- Give **5 min. warning to S.M. before starting Act II, ring bell at 5 min.**
- After 15 minutes of intermission has passed, **verify with S.M. ok to start Act II**
- Close curtains and house doors, switch lobby TV to monitor input, turn off main lobby lights (by house/box office doors), turn of lobby music, and **enter start time of Act II into PDF**

## DURING ACT II

- Count tip jars, concession sales & bar sales with volunteers; fill out report slips, **completely close registers in iPads**, put all cash & iPads in Box Office while assisting with cleanup
- Assist volunteers with cleanup; **turn off bar TV and DVD player, turn of lobby DVD player** (lobby TV stays on as monitor until after show), & **turn off antique stereo cabinet and CD player power strip**
- Verify all volunteer duties are complete** (use Hospitality & Bar checklists to verify closing duties), dismiss volunteers
- Enter Volunteer departure times on volunteer roster on wall of box office (round to nearest quarter hour)**
- Enter all cash totals into PDF, put ALL cash/checks into plastic envelope & lock in safe
- Enter end time of Act II into PDF, Save file**

## AFTER SHOW

- Turn on main lobby lights and turn off lobby TV; open Theatre doors and curtains
- Stay stationed by backstage door as patrons exit theatre (try to keep backstage doors closed as actors exit; *patrons are not permitted back stage for ANY reason*)
- Once patrons have cleared the theatre, walk through Theatre and pick up all trash and programs; place items in Lost & Found as necessary
- E-mail completed PDF to Kevin (kevin@slorep.org) and CC Lacey McNamara (volunteer@slorep.org) and Amanda Johnson (stagemanager@slorep.org); Log out of e-mail & TicketAgent; shut down computer; **plug in all iPads and iPods to charge in box office**
- Shred any papers that include patron personal information (tickets, receipts, manifests, etc.); **LOCK BOX OFFICE**
- Turn off all table and floor lamps in lobby; turn off any power strips for exterior lights
- Clean up actors' restroom, return all items to main office (make sure all office doors are closed when you leave)
- Check in with S.M. to let them know when you are leaving the Theatre**
- CLOCK OUT ON TIMESHEET**

**CHECKLIST CONTINUED ON OTHER SIDE**