



# HOSPITALITY – CONCESSIONS VOLUNTEER CHECKLIST

Updated 1/3/19

**\* Please wear black pants, a white or black shirt (or SLO REP polo/T-shirt), and closed-toe shoes. All volunteers must wear a SLO REP apron or vest, provided by the Theatre (unless wearing polo/T-shirt). Volunteers need to arrive by the scheduled start time. If you are running more than 5 minutes late, call or text the house manager. \***

## **BEFORE THE LOBBY IS OPEN**

### **CHECK IN WITH HOUSE MANAGER UPON ARRIVAL**

Once H.M. has given the ok, go back to kitchen to start setting up concessions stand:

- One gray plastic bin with still and sparkling waters and sodas, topped with light ice;
- White bowl with ice and ice tongs;
- 1 bar towel;
- Donation jar and plastic stand;
- Coffee cups & Soda cups
- Platter of Cowboy Cookies (all available flavors)
- Tray with chocolate bars
- iPad with stand (from H.M.)
- Merchandise pricing sign
- **Count starting cash** in concessions drawer (should be \$150) and initial sheet
- Put tablecloths and candles on back patio (clip tablecloths under the tables so they don't blow away)

Meet with H.M. & Stage Manager in lobby 5 minutes before opening lobby to check run times of show and any specific instructions

## **WHILE LOBBY IS OPEN (1 hour before show starts)**

Stay stationed at the concessions stand, selling items through the iPad

Clean up any spills in the lobby as they happen

When H.M. asks, **set out "Closed" sign and stop all sales**

Please **DO NOT** walk into the theatre or stand by the theatre doors to "check out" if people are in their seats – **stay at your post at the concession stand unless otherwise instructed by the H.M.**

## **DURING ACT I**

Stay stationed at concessions stand **until H.M. releases you to set up for intermission**

Replenish concessions supplies (beverages, chocolate, cookies, etc.) as needed; Empty any trash in lobby that is more than half full

**Stay clear of the lobby & theatre doors while show is running** – actors may have fast entrances/exits through lobby

## **DURING INTERMISSION**

Stay at concessions stand selling items

**DO NOT** walk into the theatre or stand by the theatre doors to "check out" if people are in their seats – **stay at your post unless otherwise instructed by the H.M.**

## **DURING ACT II**

**CASH REPORTING:** Count cash from ALL tip jars (including from bar) & record on sales slip (set aside \$4 of "seed money" & exclude from total); Count/set aside \$150 from concessions drawer & sign sheet with H.M.; Count remaining cash & fill out/sign cash report slip (Tip Jars + Concession Sales = Total Cash); Begin concessions cleanup once H.M. verifies all cash

Place signs, cups, napkins, & iPod stand in black cabinet; Take all other concessions stand items to kitchen; Put all items back *exactly* where you found them; Dry beverages before putting them back in fridge; Restock refrigerators from shelves in kitchen if necessary; Dump ice in sink; **Wash/dry/put away any dishes;** Wipe counters in lobby; Bring in patio tablecloths & candles; Empty trash by concessions stand

Leave vests/aprons in kitchen, Collect all personal items, **Return any keys to H.M.**

**CHECK OUT WITH H.M. BEFORE LEAVING THE THEATRE**