



HOSPITALITY – CONCESSIONS VOLUNTEER CHECKLIST

Updated 9/4/19

* 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

Go back to kitchen and set 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;
 - Platter of Cowboy Cookies (all available flavors)
 - Tray with chocolate bars
 - Two full coffee pump carafes and coffee caddy
- In black cabinet**
- Coffee cups & Soda cups
 - iPad with stand (from H.M.)
 - Merchandise pricing sign
 - **Count starting cash** in concessions drawer (should be \$150) and initial sheet

Meet with H.M. 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 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 donation 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; 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