



# HOSPITALITY – FRONT DOOR 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:

- Brew coffee: 1 filter, 1 scoop of grounds, 1 full pot or pitcher of water – **always have a pot ready to catch the coffee!** – *Decaf gets brewed into orange-handled pot*
- Set up coffee bar in lobby with full condiment tray
- Stock and clean all restrooms (get TP/paper towel dispenser keys from H.M.)
- Transfer brewed coffee to pump carafes & hang Regular/Decaf signs on correct carafes; Take carafes out to coffee bar
- Sweep lobby, spot mop, empty any trashcans that are more than half full, set up tablecloths in lobby if needed, turn on all candles for evening shows
- Get programs, ticket scanner tablet, & patron manifest from H.M

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 front door to admit patrons** (use ticket scanner, but switch immediately to paper manifest if it malfunctions); Go to kitchen to get more supplies for Bar/Concessions should they run out

Clean up any spills in the lobby as they happen

When H.M. asks, **leave scanner/manifest by front door** and check restrooms for any remaining patrons

**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 front doors unless otherwise instructed by the H.M.**

## **DURING ACT I**

Stay near the front door to catch any latecomers **until H.M. releases you to set up for intermission**

Return patron list to H.M.; Refresh coffee bar; brew more coffee if needed (carafes should be at least half full for intermission); Clean/stock restrooms as needed

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

## **DURING INTERMISSION**

Stay stationed near front or back doors – interact with patrons, clean spills as they occur, remove empty coffee carafes; get more beverages or cookies from kitchen should bar or concessions run out; When H.M. asks, check restrooms for any remaining patrons

**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**

Begin clean up of coffee bar, lobby, and restrooms

Take all coffee bar items to kitchen, put all items back *exactly* where you found them; dump & rinse carafes – leave open on the counter to dry; refill coffee condiment baskets; clean & fully restock restrooms; empty trash as needed; sweep/spot mop lobby if needed

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

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