



HOSPITALITY – FRONT DOOR VOLUNTEER CHECKLIST

Updated 7/6/23

Wear Black Pants & White or Black Shirt or SLO REP shirt & 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.**

Prepare for Lobby to Open:

- Check in with House Manager
- Brew Coffee
 - Place Pot to Catch Coffee
 - 1 Cup of Grounds in a Filter
 - Pour in 1 Full Pot of Water
 - Repeat for Regular/Decaf
 - Fill and place Coffee Tray and Carafes
- Clean Restrooms using key from Bar Keyring
 - Stock Paper Towels
 - Stock Toilet Paper
 - Fill Soap over half empty
 - Empty Trashcans over half full
- Check Lobby
 - Sweep Lobby
 - Spot Mop
 - Empty Trashcans over half full
- Set Up Front Door Station with
 - Patron Manifest
 - Ticket Scanner
 - Programs
 - Lamp

Work the Front Door:

- Station yourself at Front Door when Lobby is Open
 - Stay inside so the scanner can catch the wifi.
 - If there are scanner issues use the manifest to mark people here
 - If patron tells you of an unused ticket mark it on the manifest and alert BO
- Support the Lobby
 - Get supplies for Bar/Concessions if they run out
 - Clean spills and alert HM of Hazards
 - If HM asks – check restroom/patio for remaining patrons
 - Stay Near front door until HM releases you to set up for Intermission

Prepare for Intermission:

- Check Coffee Bar
 - Refill Coffee Tray
 - Brew Coffee if needed
- Clean Restrooms using key from Bar Keyring
 - Stock Paper Towels
 - Stock Toilet Paper
 - Fill Soap over half empty
 - Empty Trashcans over half full
- Tidy Lobby
- Beware of Actors paths in and out the lobby. They may have fast entrances/exits through front and side doors.

Work Intermission:

- Support the Lobby
 - Get supplies for Bar/Concessions if they run out
 - Clean spills and alert HM of Hazards
 - If HM asks – check restroom/patio for remaining patrons

Prepare for Closing:

- Clean Coffee Bar
 - Dump Coffee & Rinse Carafes
 - Refill Coffee Tray
 - Place items back exactly where they were found
 - Leave open on counter to dry
 - Wipe down Coffee Counter in Lobby
- Clean Restrooms using key from Bar Keyring
 - Stock Paper Towels
 - Stock Toilet Paper
 - Fill Soap over half empty
 - Check Floor for Trash
 - Empty Trashcans over half full
- Empty Lobby Trashcans over half full
- Leave Vests/Aprons in Fridge Room, Return Keys, Collect personal Items