



HOSPITALITY – FRONT DOOR 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

Once H.M. has given the ok, start setting up:

- Stock and clean all restrooms (get TP/paper towel dispenser keys from H.M.)
- Sweep lobby, spot mop, empty any trashcans that are more than half full
- Get programs, ticket scanner tablet, & patron manifest from H.M.

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 front door to admit patrons (use tablet, 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; tidy lobby; put away programs

Remain in lobby until end of Act II

AFTER ACT II

Once Theatre clears, check for trash/programs to recycle; Place items in Lost & Found; Sort through recycled programs; Give all tickets to H.M. to shred

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

CHECK OUT WITH HM BEFORE LEAVING THE THEATRE