



# 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**