



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, go back to kitchen to begin brewing coffee: 2 pots of Decaf and 1 Regular (1 filter+1 full scoop of grounds+1 full pot of water for each pot). Always have a pot ready to catch the coffee!
- While coffee is brewing, stock and clean all restrooms
- Sweep lobby, spot mop, empty any trashcans that are more than half full
- Get the patron manifest, tablet, and scanner from H.M. and stay stationed at the front door to check in patrons
- 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 (carafees 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
- Leave vests/aprons in kitchen, collect all personal items, **return any keys to H.M.**
- CHECK OUT WITH HM BEFORE LEAVING THE THEATRE**