



HOSPITALITY VOLUNTEER CHECKLIST

Updated 7/29/17

*** Please wear black pants, a white or black shirt, and closed-toe shoes. All volunteers must wear a SLO REP apron or vest, provided by the Theatre. Volunteers need to arrive no later than your 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 brewing coffee (instructions are on kitchen bulletin board)
- Once coffee is brewing, set up coffee bar in lobby
- While brewing additional pots of coffee, stock and clean restrooms
- Put tablecloths and candles on back patio (clip tablecloths under the tables so they don't blow away)
- Sweep lobby, spot mop if needed, empty any trashcans more than half full
- Meet with H.M. & Stage Manager in lobby 5 min. before opening lobby to check run times of show
- Get programs and ticket scanners from H.M.

WHILE LOBBY IS OPEN (1 hour before show starts)

- Stay stationed at front door or sliding glass door to scan patron tickets (you can use the "Search for Order" feature in the TicketScan app to find the patron by last name if the scanner is being glitchy)
- Clean up any spills in the lobby if you see them

WHILE HOUSE IS OPEN (15 minutes before show starts)

- Continue to scan tickets at front and back doors (H.M. may have a volunteer go outside to scan people in to keep the line moving)
- 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 posts at the front and back doors unless otherwise instructed by the H.M.**

DURING ACT I

- Stay at the front & back doors to catch any latecomers until H.M. releases you to set up for intermission
- Return iPod scanners and any extra programs to H.M.
- Refresh coffee bar, brew more coffee if needed (carafes should be FULL for intermission)
- Set up 2 trays of cookies & white napkins on center table, place "No Food in Theatre" sign between trays
- Empty any trash that is more than half full
- 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 at front and back doors – interact with patrons 😊
- Clean up cookie trays as they empty, clean spills as they occur
- 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 posts at the front & back doors unless otherwise instructed by the H.M.**

DURING ACT II

- Count cash from tip jars with H.M. at the bar; fill out & sign cash report slips
- Clean up coffee bar, dump & rinse carafes – leave open on the counter to dry
- Clean lobby, wipe counters, bring in patio tablecloths & candles, empty trash as needed
- Leave vests/aprons in kitchen, return any keys to H.M.
- CHECK OUT WITH H.M. BEFORE LEAVING THE THEATRE**