



POSITION DESCRIPTION: Front of House Manager

HOURS: Estimated 25 hours/performance

Specific Duties:

Pre-performance Arrangements

- Obtain liquor license from Alberta Gaming and Liquor Commission (AGLC). Current application forms and guidelines are available online at AGLC. Submit application with documentation at least six weeks prior to opening. Previous copies are in the Front Of House Google Drive. Certificate of Incorporation and Fire Safety of the Union Hall (floor plan) are on file with the commission, so they need not be sent each time. Check with the Treasurer for a copy of a current Annual Return for Alberta Societies. If applying via email (sel@aglc.ca) then once you have their approval ask the Treasurer for a cheque for the fee to be mailed/couriered to the commission. Applications by mail can include a cheque. Full productions \$150, One Acts \$100.
- Ensure all bartenders have a current ProServ certification. All FOH staff are considered Security and may not drink alcohol while on shift.
- Organize volunteer (bar and hosts) online sign up schedule about three weeks before opening. Generally two bartenders and three hosts with one Supervisor.
- Order wine and beer/cider. Rusty's Downtown Liquor offers us cost plus 10% on wine and beer. Orders must be placed before Monday of the opening week to arrive by Wednesday but need time to chill. Ask the Treasurer for a cheque once you have a total. Any unopened and undamaged cases can be returned for a refund after the show or stored in the FOH locking shelf in the MUH basement. Record purchases and put the receipts with the liquor licence. Give to the Treasurer at the end.
- Confirm with sponsors for beer (Big Rock), coffee (Beamers) and tea (Canmore Tea Co.). Check with the producer to be sure that we are clear with the sponsorship agreements. The Big Rock agreement is for 7 flats of product (Traditional, Grasshopper, Honey Brown, Cider).
- Check supplies stored in the MUH basement: sugar, light batteries, tea towels, dish cloths, tissues for bathrooms, sticky tack for signs. Replace anything that is getting low. Buy cream for tea and coffee. Cash boxes are in the MUH office behind the desk.
- Print signs needed as well as host and bartender job descriptions. Make staff name tags

and arrange them for each Supervisor with enough tally sheets (tickets, concession, bar, tips) per shift.

- Set up FOH with table cloths in MUH office drawers by door; coffee/tea table with plastic cover, mugs, sugar, spoons, creamers; spare mugs in office, signage for staff, front door signs, sponsor banners, tissues in bathrooms, donations boxes, cash boxes etc. PTP 6.5 ounce wine glasses are in the basement. Set up the bar with our glasses, the kitchen trolley with bus pans, tea towels and dish cloths. Move the bar fridge from the Office into the closet and plug in with the power bar. Hang the Big Rock menu sign on the wall between the office door and the closet and post prices. Be sure there is a phone and charger for e-tickets.
- See that the bathrooms are clean and the paper and soap dispensers are full. Supplies and keys are in the office. Keys on the bulletin board.
- Store beer, cider, water and white wine in the locking bar fridge and cooler in the kitchen. Red wine can be secured in the cupboard below the bar fridge.
- Ask the Treasurer for a \$300 cheque for floats. Supply floats for the bar (\$200), tickets (\$50) and concession (\$50) and make a note of the amount in each cash box. Include a tally sheet for each night per cash box, plus one for donations/tips.
- Set the coffee/hot water thermoses by the back door ready for delivery to Beamers. Canmore Tea Co. delivers tea thermoses each night.

During Performance Run Arrangements

- Take cash home each night or collect next day from the FOH Supervisor, set aside the income from each cash box and arrange floats for the next performance.
- Keep a tally of each evening's receipts for the bar, donations, concession and attendance. Prepare the money in baggies or envelopes for the Treasurer to deposit, clearly labelled as to date and source.
- Arrange transfer of keys, floats, name tags, tally sheets and phone for e-tickets to the Supervisor for the next performance. Be sure you know who is taking the thermoses to Beamers.
- Check to see if any restocking is needed and buy more cream or alcohol if required.
- Be sure that FOH volunteers know about the Wrap Party.
- Remove bags of recycle bottles and cans from the office as it collects.

Post-performance Run Arrangements

- Return all unopened, undamaged cases of wine or beer for a refund or store leftovers in the locking basement cupboard. Sponsored product cannot be returned.
- Return soiled table cloths to the Fairmont Laundry.
- Take recycle to bottle depot.
- Submit a FOH Post Production Report including any incidents, new ideas and feedback.

Summarize all income and expenses and submit to the Treasurer with all receipts and any amounts needing reimbursement.