



POSITION DESCRIPTION: Front of House Supervisor

HOURS: Estimated 4 hours/performance

Specific Duties:

- Collect keys, floats, tally sheets, phone for online tickets and name tags from the FOH Manager prior to your shift.
- Arrive at the MUH one and a half hours before curtain. Check FOH set up before the staff arrive one hour before curtain. Check: for clean table cloths on tables (spares in office); garbage cans in washrooms and bar (spares in bottom of can or kitchen); bathroom paper dispensers (supplies in office, keys on bulletin board), donation jars visible on bar and/or ticket table; cash boxes with floats and tally sheets. Lock front door and post Door Open sign. See that the dishwasher's power light is on.
- Check with the Stage Manager to arrange who will do what with the house lights and decide who is responsible for locking the building at the end of the performance.
- Once staff arrive review their job descriptions, as posted at their station. Assign two hosts to take and sell tickets at the door and keep a head count on the counter. The third is at the end of the tables taking online tickets and running the concession. Be sure you remind hosts of their duties. Have someone pick up full coffee thermoses at Beamers after 6:15pm, set up concession.
- As Supervisor you delegate all duties possible, keeping yourself free to oversee things, answer questions, resolve problems or step in when it's busy. You keep the liquor keys and act as supplier for the bartenders. Stay close during intermission.
- At 7:00pm (1:30pm matinee, 6:30pm Sponsor's Night) unlock front doors and welcome anyone waiting.
- On busy nights have the ticket host notify you at 90 attendees so you can monitor seating. Help last minute arrivals to find seats. 112 is our seating capacity.
- Ensure bartenders unplug bar fridge just before curtain and **replug afterward**, so fan is not heard during the performance and product is cold for the next day.

- During the performance sit near the ticket table in case of late arrivals, illness etc. Put cash boxes in the office during the performance.
- **Pay What You Can Night:** There are no tickets to take or sell but hosts can encourage people to make a donation.
- **Sponsor's Night:** Set up small round tables with table cloths and plastic covers, put out napkins (FOH bin in office) and any utensils needed. Set up the serving trays when they arrive (about 6:00) and display any sponsor's signs near the food tables. Hosts give one complimentary beer/wine ticket to each ticket holder and person on the guest list. Have Bartenders keep tickets for a tally. Have hosts tidy debris as it collects. Leave leftover food out for intermission. Be sure that all serving dishes and utensils brought by the sponsors are returned to them. Send any uneaten food home with anyone who wants it. Please **do not recycle** any uneaten food to the Green Room once it has been out in the public domain (keep our cast healthy!).
- Ensure that all used glassware and mugs are washed and returned to the bar and drinks table by the hosts after the performance. Keep people going to the kitchen/Green Room to a minimum at intermission so the actors can focus.
- Tally sheets need to be completed by the hosts/bartenders for each cash box, money separated and put into baggies or envelopes ready for the Supervisor to take home to give to the FOH Manager the next day. Record attendance.
- The bar closes at 11:00, with a half hour clean up time which allows you to leave for home by 11:30 at the latest. You don't need to stay open for a few die hard cast or crew members - send them to a bar to party.
- Coffee thermoses need to be dropped off at Beamers the next day. Please arrange that this is done by someone.
- Lock ALL doors and turn out lights as you go unless otherwise arranged.
- The next day take keys, incomes with tally sheets, floats, and phone and give it to FOH Manager (nobody else unless pre-arranged). If you supervise consecutive nights, please separate each night's income.