

FRONT OF HOUSE - RICE VILLAGE

Always Remember

Aim to great patrons when they enter the theater.

“Are you picking up tickets?” is the ideal ice breaker.

Refer to the Main Entrance as the “South Lobby Doors.”

“We will open the South Lobby Doors 20 minutes before curtain.”

Direct patrons to bathrooms by referring to the “West Lobby.”

Be polite but firm if you need people/friends/actors to move aside, stop chatting with you, etc., to clear out the Will Call line when needed.

Inform Stage Management when and where we have wheelchairs or service animals.

PRE SHOW

Light Panel (South and West Lobbies):

- Preset 1) Work Light (jars only);
- Preset 2) Patron lighting (all lights);
- Preset 3) Running Lights (during performance).
- Preset 4) Party Lights!
- Off

TASKS UPON STAFF ARRIVAL

HOUSE MANAGER	WILL CALL
<p>Prepare program baskets: 80 in larger, 20 in smaller.</p> <p>Dog down West Lobby door for cast and crew. (Allen key in box office drawer)</p> <p>Tidy chairs and tables in the West Lobby.</p> <p>Spot clean seating platforms with stick vacuum. (in Stage Support)</p> <ul style="list-style-type: none">● Plug in to charge after use.	<p>Double check floats:</p> <ul style="list-style-type: none">● Box office float in try: \$150. Make note of any different amount.● Tip float in lid/bill trays: compare total to Tip Float log. <p>Set up Merchandise & place Dip Jar on Lower Counter.</p> <p>Turn on candles for bar backlighting. (Evenings Only - Note spike marks)</p> <p>Replenish promotional and donor material on the lobby table as needed.</p>

LISTENING SYSTEM

The listening system should be plugged in at the **first performance*** and should remain plugged in and open for the duration of the run.

*Director of Audience Services may set up the system during the week prior to the first performance.

TASKS AFTER COMMUNITY SERVICE ARRIVAL

HOUSE MANAGER (with CS assistance)	WILL CALL
<p>Place Handicap ramp in the center of one parking spot and place cones at the front of space.</p> <ul style="list-style-type: none">• First full parking spot from the right looking from the lobby is preferred. <p>Put out Seat Numbers.</p> <ul style="list-style-type: none">• Are there special conditions? <p>Clean windows for fingerprints.</p> <ul style="list-style-type: none">• HM to do doors only if no CS. <p>Check trash cans and empty anything more than half full.</p> <p>Check restrooms for paper towels, toilet paper, and general tidiness.</p> <p>Check accuracy of seat numbers if placed by CS or ushers.</p> <p>Help greet patrons, clear Will Call line, and direct as needed.</p>	<p>Sign in Community Service and assign them to the House Manager.</p> <p>Turn on monitors:</p> <ul style="list-style-type: none">• Check Sound set to Int 1• TV (power button right front of lower panel):<ul style="list-style-type: none">○ Source HDMI2 for Season Video○ HDMI3 for Stage Monitor• Video Box (with remote):<ul style="list-style-type: none">○ Open "File" and navigate down to video files and start with the first video. <p>Check Will Call Tickets against Patron list for possible exchange outs (and recycle).</p> <p>Be Available for merchandise sales:</p> <ul style="list-style-type: none">• Merchandise sales entered as Product Purchase to "Bookstore Sales" by each item. <p>Be available to assist with Ovation's Bar Square credit card transactions.</p>

START OF SHOW

Stage Management will check in prior to, or at 5 minutes.

When backstage is ready, a crew member will arrive to cue FOH for the live curtain speech. FOH should assess late seating possibilities before the live curtain speech, toggle lobby monitors (sound: Mix 2, and video: HDMI 3) and let the crew member know they are ready to proceed. **Lobby lights remain on during the live curtain speech. Even if the crew changes them, FOH should change them back.**

1st FOH Person makes the live curtain speech cued by stage crew.

- Hello and welcome to Main Street Theater
- Necessary “live” announcements.*
 - Drinks yes, Snacks no.
 - Any promotion like subscribing.
- Demonstrate or explain the Dip Jar.

2nd FOH person closes **one half (left side)** of South Lobby doors, and prepares to greet stragglers during the live curtain speech. Anyone who arrives during the live portion should be taken to their assigned seats during the live speech.

When the live speech is done, the 2nd FOH person will close the outer door, and the 1st FOH person will close the inner door as they exit. If the 2nd FOH person is still seating patrons, the 1st FOH person closes both doors.

The crew member can confirm with Stage Management that doors are closed.

Toggle lights from Preset 2 to Preset 3.

Once doors are closed and the recorded speech starts, late seating is in effect. Anyone arriving during the speech will wait for the appropriate late seating window or work with Will Call to arrange a new date or receive passes to return.

DURING SHOW

HOUSE MANAGER and WILL CALL (with CS assistance)

Late seat as allowable.

Check trash cans and empty anything more than half full.

Assign CS (or House Manager) to monitor the West Lobby to alert HM if anyone exits theater during the show. HM to readmit at their discretion.

INTERMISSION / POST ONE ACT

HOUSE MANAGER	WILL CALL
<p>Station at lobby doors and take cue from Will Call and toggle lights from Preset 3 to Preset 2 from over the counter.</p> <p>Open House.</p> <p>Arrange ushers as needed; monitor inside the theater if low on ushers.</p>	<p>Station at Stage Monitor and signal House Manager when House Lights turn on.</p> <ul style="list-style-type: none"> ● Toggle TV Source to HDMI2. ● Check Sound monitor is toggled to Int 1 (crew may hit it). <p>Be available for merchandise sales</p> <ul style="list-style-type: none"> ● Merchandise sales entered as Product Purchase to “Bookstore Sales” by each item. <ul style="list-style-type: none"> ○ Use Square to process credit card purchases ● Be available to assist with Ovations Bar Square credit card transactions.

WILL CALL AT THE FIVE MINUTE BELL

Print Square report and tip bartender.

- Bartender should receive Tips Rec'ed as indicated on Square receipt, rounded to the nearest dollar.
- Pay bartender from “Tip Float.”
- If the bartender has left, leave in the Tip Jar.

POST INTERMISSION

HOUSE MANAGER	WILL CALL
<p>Close House</p> <p>Toggle lights from Preset 2 to Preset 3 from over the counter.</p> <p>Toggle lobby monitors:</p> <ul style="list-style-type: none"> ● TV Source to HDMI3. ● Sound monitor to Mix 2 <p style="text-align: center;">PROGRAM COUNT (Last Performance Day)</p> <p>Place large program basket with 80 programs on the lower bar to encourage recycling.</p> <p>Refill small program basket with 20 programs</p> <p>Confirm 300 programs in storage box.</p> <p>Complete and report full count of programs if less than 300 in storage box.</p>	<p>Close out Square Terminal:</p> <ul style="list-style-type: none"> ● Enter bar sales as a Product Purchase to “Ovations Night Club”: <ul style="list-style-type: none"> ○ “2 Bar Sale” to “Ovations Square Charge” ○ Tips to “Ovations Square Tips” ● Update Float Paperwork. All Square receipts go in Tip Float Envelope. ● All cash receipts go in receipts envelope with Float Log. <p>Move Dip Jar to the center of the bar angled to face the audience as they exit.</p>

POST SHOW/DURING ACT TWO

HOUSE MANAGER	WILL CALL
<p>Score Audience Demographics</p> <p>Complete online reports:</p> <ul style="list-style-type: none"> ● Demographics. ● House Manager Report. <p>Check restrooms for paper towels, toilet paper, and general tidiness.</p> <p>Check trash cans and empty anything more than half full or has bad odor potential.</p> <p>Take in Seat Numbers (Friday and Sunday).</p> <p>Put back any seats removed for accessibility needs.</p> <p>Spot clean theater. Use stick vacuum as needed.(in Stage Support)</p> <ul style="list-style-type: none"> ● Plug in to charge after use. <p>Take in the handicap ramp and cones.</p> <p>Last Day: Save 5 programs for marketing and recycle/toss any remaining programs AFTER final audience exit</p>	<p>Put Dip Jar away.</p> <ul style="list-style-type: none"> ● Thursday – Saturday: Plug battery into plug inside left side cabinet. ● Sunday: Store batter with Dip Jar. <p>If listening devices are used, rotate used ones from the front row with charged ones on the back row.</p> <p>Lock the West Lobby door. (Allen key in box office drawer)</p> <p>Turn off monitors:</p> <ul style="list-style-type: none"> ● Video Box (with remote). ● TV (power button right front of lower pane). ● Check Sound set to Int 1. <p>Sign out Community Service.</p> <ul style="list-style-type: none"> ● Collect usher badges. ● Complete online CS Report. ● Enter CS Hours via Total Entry.

LISTENING SYSTEM

The listening system should be plugged in at the **first performance*** and should remain plugged in and open for the duration of the run.

*Director of Audience Services may set up the system during the week prior to the first performance.

CLOSING UP

Check in with Stage Manager (if on premises; especially if you don't have a door key).
Always lock front doors when leaving unless otherwise instructed.

Light Panel (South and West Lobbies):

- Preset 1) Work Light (jars only);
- Preset 2) Patron lighting (all lights);
- Preset 3) Running Lights (during performance).
- Preset 4) Party Lights!
- Off

USHER PLACEMENT

Ushers need jobs to do whenever the house is open. Ushers should not be sitting around and hanging out when they should be working.

When ushering, two ushers should **NEVER** be standing next to each other unless specifically instructed or paired up. Keep on the look out for ushers crowding the South Lobby entrance.

Before Show

1. Inside at SW corner helping find seats with backup programs. (Closer to South Aisle if 5 ushers.)
2. Inside South Lobby Doors checking tickets with the Programs Box. (House Manager if we are short on Ushers)
3. In the South Lobby at the end of the bar greeting and helping to direct patrons.
4. Inside at the East section aisle with backup programs.
5. Inside at the West section aisle with backup programs.
6. At the end of West Lobby by elevator directing patrons to bathrooms/monitoring for "all clear."

Intermission

If there are no ushers, the House Manager should monitor the house during intermission.

1. Inside at the West section aisle guarding stage.
2. Inside at the South section aisle guarding stage.
3. In the South Lobby at the end of the bar helping to direct patrons.
4. Inside at SW corner helping Patrons navigate masking who use the West Lobby door.
5. Inside at the East section aisle guarding stage.
6. At the end of West Lobby directing patrons to bathrooms/monitoring for "all clear."

After Show

Assign ushers cleaning duties as needed.

Box office Chromebook Log On

Power on Chromebook with power button on upper right of keyboard

Login: FileServer@mainstreettheater.com:

PW: 2540times

Chrome Remote Desktop

Open Google Chrome.

First Tab is House Manager Forms. / Second Tab is Chrome Remote Desktop.

Click the Second Tab.

Click FILE-SERVER2016.

Pin Number is 25403400

File Server Desktop should open with a Ticketing Server Icon in the middle of the screen.

If you are presented with a File Server Login Screen:

File Server PW: 2540times

Toggle Full screen by using the icon button at the top of the keyboard.

Ticketing Server Log On

Double click "Ticketing Server" Remote Desktop.

Ticketing Server Login:

Rice Lobby PW: MST_2540Times

Ticketing Server Desktop should open for use of both Total Info and Total Entry.

Logging Off

For Total Info and/or Total Entry, Log out with "File-Exit."

Click the Start Menu Icon for the Ticketing Server and select User Icon (Rice Lobby) at top to sign out. **NEVER** use Power Icon (at bottom). **NEVER** "Shut Down."

When you see the File Server Desktop (With Ticketing Server Icon in middle), you may close Chrome or close Remote Desktop (you may need to toggle full screen).

Press the power button on the keyboard and then use the menu to shutdown the Chromebook.

If the Chromebook needs to be charged, use the power cable while working.

NEVER leave the Chromebook plugged in after your shift as a long period of charging without use will deteriorate the battery life.