

The Larking House

&

Grand Central Art Center

House Management:
Standard Operating Procedure

Last Updated: 11/5/25



This Standard Operating Procedure (SOP) outlines the policies, responsibilities, and procedures for The Larking House when providing House Management services for theatrical events hosted at Grand Central Art Center (GCAC) through California State University, Fullerton (CSUF). These procedures ensure consistency, safety, professionalism, and compliance with university and venue policies across all events, including staged readings, full productions, improv performances, workshops, and auditions.

1. Purpose and Scope

The purpose of this SOP is to establish standardized practices for all House Management activities conducted by The Larking House during events held at GCAC. This includes audience coordination, patron services, front-of-house safety, and communication with GCAC and CSUF representatives. This SOP applies to all Larking House volunteers assigned as House Managers or Front-of-House (FOH) personnel.

2. Roles and Responsibilities

2.1 House Manager: Oversees all front-of-house operations, ensures guest safety, coordinates with GCAC staff, and reports incidents or concerns to the appropriate parties.

2.2 Assistant House Manager(s): Support the House Manager by supervising ushers, monitoring audience areas, and assisting with crowd control.

2.3 Ushers and Volunteers: Provide guest assistance, program distribution, and audience guidance under the direction of the House Manager.

2.4 GCAC/CSUF Staff: Maintain building access, enforce venue rules, and serve as liaisons for facility or emergency needs.

2.5 GCAC Housekeeping and Access Rules:

1. If the front doors are unlocked, a Larking House or CSUF representative must monitor the entrance at all times.

2. When using a building key card, wait for the “click” before opening the door; do not prop doors open or loan keys/cards.

3. Spray paint and aerosol use are strictly prohibited in the building.

4. Clean up all work areas, including the wood shop, after each use.

5. Do not wash debris-laden items in bathroom sinks; use the janitorial sink in the basement.

6. Turn off the AC and ensure lights are off before leaving the venue.

3. Pre-Event Preparation

Members of The Larking House must sign a CSUF-approved liability waiver before engaging in activities within the space.

- 3.1 Confirm event details with GCAC and The Larking House production team at least 48 hours prior to the event.*
- 3.2 Conduct a walkthrough of the lobby, theatre, restrooms, and exits to ensure cleanliness, accessibility, and safety compliance.*
- 3.3 Verify audience seating configuration, signage, and posted emergency exit maps.*
- 3.4 Review emergency procedures (EAP), first aid locations, and contact information for GCAC/CSUF emergency personnel.*
- 3.5 Conduct a pre-show briefing with volunteers to assign duties and review key policies.*

4. Audience Management and Accessibility

- 4.1 Greet and assist guests upon arrival; ensure ticketing and check-in procedures (if applicable) are clear and orderly.*
- 4.2 Maintain open and accessible pathways in accordance with ADA requirements.*
- 4.3 Assist guests requiring special accommodations or mobility support; coordinate with GCAC staff as needed.*
- 4.4 Monitor theatre capacity and ensure compliance with fire code occupancy limits.*
- 4.5 Enforce no food/drink or photography rules when applicable.*
- 4.6 Keep patrons from leaning on or damaging the wall across from the theatre entrance. Use Magic Erasers to clean marks.*

5. Communication and Coordination

- 5.1 Maintain communication with GCAC facility staff and security during all events.*
- 5.2 The House Manager shall serve as the point of contact between The Larking House, GCAC, and CSUF.*
- 5.3 Any incidents, injuries, or emergencies must be reported immediately to GCAC staff and documented in a written report within 24 hours.*
- 5.4 Maintain a professional, courteous demeanor with all GCAC personnel and visiting artists.*

6. Emergency Procedures

- 6.1 In the event of an emergency (fire, power outage, medical incident, etc.), follow GCAC and CSUF emergency protocols.*
- 6.2 Ensure calm audience evacuation through designated exits as directed by GCAC staff or emergency responders.*
- 6.3 Only trained personnel should administer first aid or use fire extinguishers.*
- 6.4 File a written incident report following any emergency or evacuation procedure.*

7. Post-Event Duties

- 7.1 Supervise the audience's safe and orderly exit from the venue.
- 7.2 Conduct a post-show inspection of all public areas, ensuring no personal items, trash, or damages remain.
- 7.3 Pick up and restock bathrooms after each rehearsal and performance. **Supplies found downstairs in Janitor's closet; a key** for restocking paper towels is kept on janitor cart inside closet.
- 7.4 Separate trash into three categories: food waste (clear bags), clean recyclables (boxes broken down), and general trash.
- 7.5 Confirm with GCAC staff, stage manager, director, or CSUF representative that the venue is secure and ready for closure.
- 7.6 Submit a House Manager Report summarizing attendance, incidents, and notes for improvement.

8. Documentation and Reporting

- 8.1 Maintain copies of all House Manager Reports, Incident Reports, and communication logs for recordkeeping.
- 8.2 All reports should be submitted to The Larking House General Manager and shared with GCAC and CSUF as necessary.
- 8.3 Records must be stored securely and retained for a minimum of two years.

9. TLH, GCAC, and CSUF contact information

The Larking House			
Name	Title	Email	Phone #
Lizzy McCabe	Artistic Director	lizzvmccabe@thelarkinghouse.com	909-268-3226
Matthew Hayashi	Managing Director	matthewhayashi@thelarkinghouse.com	714-732-4424
Tony Sanchez	Technical Director	tonysanchez@thelarkinghouse.com	951-403-7892
Claire Pearson	General Manager	pearsonclaire0@gmail.com	714-399-7349
California State University of Fullerton			
Name	Title	Email	Phone #
Katie Wilson	Chair – DoTD	katwilson@fullerton.edu	657-278-3491
CSUF Box Office	N/A	pac-boxoffice@fullerton.edu	657-278-5936
Stephanie Tancredi	Box Office Manager	stancredi@fullerton.edu	
Renee Duron	Production Manager	rduron@fullerton.edu	
Jen Frauenzimmer	Production/Business Coordinator	jfrauenzimmer@fullerton.edu	657-278-3443
Grand Central Arts Center			
GCAC	N/A	grandcentral@fullerton.edu	714-567-7233

This SOP will be reviewed annually or as needed to reflect updates to CSUF or GCAC facility protocols, safety requirements, or operational changes. A section will remain open for future updates or addenda provided by CSUF or GCAC administration.

