

# FRONT OF HOUSE - MATCH

## **Always Remember**

Aim to greet patrons when they enter the theater.

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

Refer to the Main Entrances as the “Double Doors”

“We will open the double doors 30 minutes before curtain.

It will be easier for you to enter through the double doors to my left.”

Direct patrons to bathrooms by referring to the “Courtyard” rather than “outside.”

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.

## PRE SHOW

### TASKS UPON STAFF ARRIVAL

**KEY HOLDERS** - First key holder to arrive should unlock and open Travis gate enough for CS and MST staff to enter the courtyard.

#### **HOUSE MANAGER and WILL CALL**

Retrieve from the office:

- Will Call box,
- Will Call tickets,
- Dip Jar battery (leaving charging cable),
- Two radios, and
- Laptop computer (as needed).

Using keys stored in Will Call box lid, dog down lobby doors.

Set up tables for Will Call in Lobby.

- 8' table from lobby closet or hallway by Matchbox 2.
- Seminar table from closet or hallway.

Tablecloths:

- Black with logo for Will Call (or purple from House box if unavailable).
- Purple tablecloth from House box for back table.

## TASKS AFTER COMMUNITY SERVICE ARRIVAL

<b>HOUSE MANAGER</b> (with CS assistance)	<b>WILL CALL</b>
Place the “No Outside Food or Drink” sign at Travis St. Entrance	Sign in Community Service and assign them to the House Manager.
Place the “No Children Beyond This Point” sign on the first step behind the wood bench.	Move Benches from the back wall to windows.
Put out nicer “audience chairs” from the alcove along the wall for potential seating of non-wheelchair patrons. 3 chairs each side.	Put out three simple, plastic chairs for the Will Call table.
Clean windows for fingerprints. <ul style="list-style-type: none"> <li>● HM to do doors and spot clean windows as needed if no CS.</li> </ul>	Hang Firearm Restriction sign on inside of window to the left of main doors (window with “no smoking” language). (Suction cups stored in Will Call box)
Turn on Big Ass Fans / Heaters as needed.	Hang TY posters and related “Warning” signs on magnetic boards. (Magnets stored in Will Call box)
Move ashtrays outside the gated area.	Lay out Marketing Materials from the Will Call box on side tables.
Unlock and open both gates fully when set up is complete.	Setup the Will Call table with signage, pencil tray, and Dip Jar from the House box.
Assign CS to help with merch. setup.	Double check float in cash box in House box. The float should be \$150. Make note of any different amount. (Key stored in lid of Will Call box)
Meet and connect with MATCH FOH assistance.	Check Will Call Tickets against Patron list for possible exchange outs (and recycle).
Help greet patrons, clear Will Call line, and direct as needed.	

## RADIO UP

Headsets are assigned and bagged by name in the Will Call box.

Put radios on about 10 minutes before open house.

Use radios to communicate between Will Call, the House Manager in the house, and the Stage Manager.

Elect at least one staff member to stay on comms during the show in case the SM needs to make contact.

## **START OF SHOW**

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

**HM or WC:** Chime lobby at 5 minutes and toggle lobby monitor to show feed.

- Second Button from top: Green = Program (Show Feed)

Determine need for a “hold” or “starting on time” with Stage Manager.

When House is ready, close the doors.

- Will Call in position House Right to demonstrate Dip Jar (House Left on ASL Days)
- House Manager in the lobby to greet and seat latecomers to their seats.

Late seating is in effect after the curtain speech. Late seat as possible or work with Will Call to arrange a new date or receive passes to return.

- Late seating is to easily accessible seats. (i.e. front row, aisle seats, no seating down the row)
- VIP Passes should be available under the drawer of the cash box.

## **DURING SHOW**

**HOUSE MANAGER and WILL CALL**

Late seat as allowable.

## INTERMISSION

<b>HOUSE MANAGER</b>	<b>WILL CALL</b>
<p>Have the MATCH HM monitor the stairs for inappropriate behavior. (Unless needed to monitor the house)</p> <p>Arrange ushers as needed; monitor inside the theater/guard stage if low on ushers.</p> <p>When SM gives the 5 minute call, check the house and close at time. Announce to SM that house is closed (though they may be off channel)</p>	<p>Toggle lobby monitor:</p> <ul style="list-style-type: none"><li>• Second Button from top: Red = BGM (Background Music)</li></ul> <p>Chime Lobby at 5 minutes.</p> <p>Toggle lobby monitor:</p> <ul style="list-style-type: none"><li>• Second Button from top: Green = Program (Show Feed)</li></ul>

## BETWEEN SHOWS

<b>HOUSE MANAGER</b>	<b>WILL CALL</b>
<p>Score Audience Demographics</p> <p>Complete online reports:</p> <ul style="list-style-type: none"><li>• Demographics.</li></ul> <p>Close House</p> <p>Clean the theater for concession trash, programs, or tickets.</p> <p>Spot clean windows.</p> <p>Help greet patrons, clear Will Call line, and direct as needed.</p>	<p>Toggle lobby monitor:</p> <ul style="list-style-type: none"><li>• Second Button from top: Red = BGM (Background Music)</li></ul> <p>Assist in cleaning the theater for concession trash, programs, or tickets.</p> <p>Check Will Call Tickets against Patron list for possible exchange outs (and recycle).</p>

See above for **START OF SHOW** and **DURING SHOW**

## POST SECOND SHOW

<b>HOUSE MANAGER DURING ACT TWO</b>	<b>WILL CALL DURING ACT TWO</b>
<p>Check with MATCH FOH to establish if we need to close up the courtyard.</p> <p>Count programs:</p> <ul style="list-style-type: none"><li>● Full accurate count.</li><li>● Recycle on the last day <b>AFTER the audience</b> clears.</li></ul>	<p>Store Firearm Restriction sign on top shelf of lobby closet. (Suction cups stored in Will Call box)</p> <p>Leaving the Headshot poster, store lobby posters in the poster tube and related "Warning" signs in the lobby closet. (Magnets stored in Will Call box)</p>
<p><b>AFTER AUDIENCE CLEARS</b></p> <p>Score Audience Demographics</p> <p>Store the "No Outside Food or Drink" sign in lobby alcove. (leave if not closing courtyard)</p> <p>Move ashtrays inside the gated area. (leave if not closing courtyard)</p> <p>Turn of Big Ass Fans / Heaters as needed. Move ashtrays outside the gated area. (leave if not closing courtyard)</p> <p>Close and lock both gates before leaving. (leave if not closing courtyard)</p> <p>Store the "No Children Beyond This Point" sign in the lobby alcove.</p> <p>Store nicer "audience chairs" on the rolling rack in the lobby alcove.</p> <p>Clean the theater for concession trash, programs, or tickets.</p> <p>Complete online reports:</p> <ul style="list-style-type: none"><li>● Demographics.</li><li>● House Manager Report.</li></ul>	<p><b>AFTER AUDIENCE CLEARS</b></p> <p>Store Marketing Materials in the Will Call box.</p> <p>Store Headshot poster in poster tube. (Magnets stored in Will Call box)</p> <p>Store Will Call table signage, pencil tray, and Dip Jar in the House box.</p> <ul style="list-style-type: none"><li>● Dip Jar battery to go to the office.</li></ul> <p>Restore Benches from the windows to the back wall.</p> <p>Store three simple, plastic chairs in the lobby alcove.</p> <p>Assist in cleaning the theater for concession trash, programs, or tickets.</p> <p>Sign out Community Service.</p> <ul style="list-style-type: none"><li>● Collect usher badges.</li><li>● Complete online CS Report.</li><li>● Enter CS Hours via Total Entry.</li></ul>

# CLOSING UP

## HOUSE MANAGER and WILL CALL

Tablecloths:

- Black with logo for Will Call stored in the lobby closet.
- Purple tablecloth stored in House box.
- House box stored in lobby closet.

Break down tables for Will Call and store in the lobby closet.

Lock lobby doors.

Return to the office:

- Will Call box,
- Will Call tickets,
- Laptop computer (if used),
- Plug Dip Jar battery into charging cable, and
- Put two radios into the charging base.

# 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.

## **Before Show**

1. Inside House Right at Row E with programs. (with MATCH HM)
2. Inside House Left at Row E with programs. (with MST HM)
3. House Right Lobby door checking tickets for best entrance.
4. House Left Lobby door checking tickets for best entrance.
5. House Right Row J with programs.
6. House Left Row J with programs.

## **Intermission**

1. Request MATCH HM patrol courtyard/staircase if not needed in house.
2. Front House Right at Row A guarding stage.
3. Front House Left at Row A guarding stage.
4. House Right Lobby door prepared for questions. (rest room, concession, etc.)
5. House Left Lobby door prepared for questions. (rest room, Concession, etc.)

## **After Show**

Assign ushers cleaning and break down duties as needed.

## Box office computer Log On

The laptop can be found at Andrew's desk on the top shelf on the left side.

After powering up the computer, if you don't have a user login window, left click the mouse to toggle the login screen.

Login: Box Office: PW - 2540times

The laptop is older and a bit delicate. Give it a good couple of minutes to fully boot up. While the charging cable may not be needed at the top of the shift, you will need it before the end of the day. I recommend you get the boot started before laying out materials and hanging posters.

## No Chrome Remote Desktop Log On

We do not use Chrome Remote Desktop at the MATCH. You should be able to log in directly from the laptop desktop.

## Ticketing Server Log On

Double click "Ticketing Server" Remote Desktop.

Click "Connect" on the Remote Desktop Screen.

If there is trouble with the log in:

Ticketing Server Login

User Name: MATCH 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"

Using the Start Menu Icon for laptop's computer desktop, select the Power Icon to Shutdown Laptop.

You should always shut down this computer, it is NOT a MAC.

Return the laptop to the office shelf.

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