

## **Front of House Crew**

Welcome to Backdoor Theatre! We appreciate your efforts in this production and hope to see you in future productions.

We are providing this list of rules and procedures to all members of the front of house crew in the hope of preventing problems before they occur. Please read through this handout, as well as the separate handout covering general company rules, before beginning your training and your volunteer service. If you have questions, do not hesitate to ask.

### **Personnel**

Each performance has a House Manager, whose job is to keep everything moving as smoothly as possible. Ushers and box office help are also present. Some Main Stage shows have someone to help with concessions, while Dinner Stage shows also have a wait staff and kitchen staff. Although a permanent staff member is often present during a performance, most times the House Manager is in charge.

### **General**

1) You are asked to dress appropriately, keeping in mind that you may have considerable contact with the public. For some patrons, this could be their first visit to the theatre, and you could be the first person they meet at Backdoor. First impressions are important, and we need to extend a professional, friendly image. The dress code is Business Casual.

- For men:
  - trousers/khakis
  - a shirt with a collar
- For women:
  - trousers/knee-length skirt
  - a blouse or shirt with a collar
- In any case:
  - no jeans
  - no athletic wear
  - no sneakers
  - no T-shirts.

2) You are welcome to stay and watch the show for free after your duties are finished, but ONLY if seats are available. Please do not assume a seat will be available. Most shows are not sold out, but there is no way to predict this. Please do not try to save seats. If you stay, remember to turn your cell. phone off or put it on “silent” before the show starts.

2A) If there is food left over after the show is finished, you are welcome to share in it with other volunteers including the cast and crew at the end of the night. We don't like wasted food. But please

wait until the end of the night. There is NO GUARANTEE that food will be left over. We order extra food to deal with errors in scheduling and sudden patron changes.

3) You may park in the lot in the parking lot across the alley from our patron parking. Please do not use the handicap-reserve spot unless you legitimately need to do so. Please do not park in a way that will obstruct traffic. Please do not park in the area near the dressing room entrance, as this area is reserved for cast and crew members.

3A) When leaving the building after dark, you are highly encouraged to leave at the same time as someone else. If you do walk out alone, ask someone to watch from the doorway to assure you are able to get into your car safely.

4) Bringing young children with you is not permitted. While we understand that sometimes making babysitting arrangements is difficult and that last-minute changes occur, you should not plan to bring children. They often become bored and disruptive, and you may be too busy to properly supervise them.

5) Smoking is not permitted inside the theatre. Please be considerate and step outside to smoke. Cigarette disposal containers are positioned conveniently in the courtyard for both volunteers and patrons.

6) Working under the influence of alcohol and/or illegal drugs is strictly prohibited. If you arrive under the influence, you will be asked to leave. Backdoor also reserves the right to bar you from the premises indefinitely if alcohol and/or illegal drug use become a problem.

7) We all know that flirtations with our peers are fun! However, take care – we thespians appear more mature than may be. If there is a problem with unwanted attention, please speak with the director, general manager, House Manager or assistant director/Stage Manager. We will address the issue, discreetly.

8) Please remember that you will be working closely with other volunteers as well as patrons. To this end:

- Observe the rules of appropriate hygiene:
  - bathe/shower before arriving
  - use deodorant
  - brush your teeth and use breath mints
- Observe the rules of good community health:
  - do not share medications, even over-the-counter remedies
  - do not share personal items such as toothbrushes
  - cover your mouth when you sneeze and cough
- Do not use perfumes or colognes; other volunteers and patrons may be allergic.

9) You should always be sure to wear a badge that indicates you are a Backdoor volunteer. The House Manager will show you where they are kept.

Box Office

- 1) You should plan to arrive at 6:15 p.m. for a Main Stage show (box office opens about an hour before the show starts; house opens about 30 minutes before the show starts). For Dinner Stage shows, you should arrive at 5:45 p.m. (box office opens about 90 minutes before the show starts, and dinner is usually served shortly after the house opens).
- 2) You will be given a bank bag containing cash to make change. The House Manager will tell you how much cash is in the bank bag. You should count to double-check; if there is a discrepancy, tell the House Manager. You will also be given a patron manifest that might have specific notes regarding that evening. The House Manager will collect the bag shortly before the show begins.
- 3) Before you go to the box office, make sure you are wearing a badge that indicates you are a Backdoor volunteer.
- 4) Tickets for those holding reservations (including season ticket holders) will usually be prepared in advance. Season ticket holders have paid in advance and will not need to pay; most patrons with reservations pay in advance, while at rare times, some do not. The patron manifest should have notes addressing these issues. Tickets that still need to be paid for will be with the manifest with specific instructions.
- 5) Season tickets will be filed on the shelf against the wall, and most season ticket holders will know where to look. Many regulars also know the routine.
- 6) When other patrons arrive, ask them if they have a reservation. If so, you'll be able to find their tickets, filed by last name. Mark on the manifest that they have arrived. If the patrons are walk-ins, ask them if they have a seating preference (center/left/right, closer to/further from the stage, etc.) and accommodate them if possible.
- 6A) For Dinner Stage shows, some patrons will have dinner, while others will have show-only tickets.
- 7) Patrons may pay with cash, check or credit card. You will be shown how to use the credit card equipment.
- 8) As the patrons move toward the seating area, make sure you add a friendly "enjoy the show" and thank them for coming.
- 9) The House Manager will periodically ask you how many unclaimed tickets remain. This is to get an idea of how much time to give the Stage Manager.
- 10) As show time draws closer, the House Manager will decide whether to wait for those who haven't arrived yet. Sometimes, we will hold the house for 5 minutes or so, but generally after that, the show must go on. Some patrons who arrive after the show has started will insist on being seated. This is very distracting to the cast and should be discouraged. Try to explain to the patrons that they can trade their tickets for another performance.
- 11) When it is clear no more patrons are arriving, you should take all cash, checks, unclaimed tickets and the seating chart to the front office or to the House Manager. The House Manager will count the

money later to make sure everything is accounted for. If you are not watching the show, you should count the money with the House Manager.

12) It is important that you are friendly and courteous, as your behavior may heavily influence the impression a patron has of Backdoor Theatre. A friendly gesture or comment can go a long way.

13) Make sure you return your badge before leaving for the night.

14) If problems arise, notify the House Manager. This includes difficulties with the credit card equipment, difficult patrons and disputes over seating.

### Usher

1) If you decide to volunteer as an usher, please wear comfortable shoes. You will be walking and on your feet for a while. Also, if you decide to see the show, you will be asked to help sell raffle tickets with the House Manager.

1A) You should plan to arrive at 6:15 p.m. for a Main Stage show (box office opens about an hour before the show starts; house opens about 30 minutes before the show starts). For Dinner Stage shows, you should arrive at 5:45 p.m. (box office opens about 90 minutes before the show starts, and dinner is usually served shortly after the house opens).

2) Before the house opens, make sure you are wearing a badge that indicates you are a Backdoor volunteer.

3) Each patron should be given a program and asked if they need help finding their seats (some will not – for example, some patrons are season ticket holders who sit in the same place for every show or are long-time theatre patrons who know their way around pretty well). Patrons who do not need help should be sent on their way with a friendly “enjoy the show.” Make sure you thank them for coming.

4) Patrons who do need help finding their seats should be escorted; don’t just point. After you have shown them where they will sit, throw in a friendly “enjoy the show.” Make sure you thank them for coming.

5) It is highly unlikely that you will have to handle disputes over seating. The person working in the box office and the House Manager will usually handle these kinds of problems. However, if someone ends up in the wrong seat, you will need to tactfully ask them to return to their original seats. Explain that someone else has been assigned to those seats.

6) Patrons may request to be reassigned before the show starts. Tell the patrons you will try to help them get different seats but you can make no guarantees. Before complying, check with the box office worker to make sure the desired seats aren’t already reserved. Make sure the box office person knows that the people are moving.

7) Patrons may also move to previously empty seats at intermission. We do not need to keep track of those moves.

- 8) Some patrons may not know theatre etiquette and may walk across the stage and/or try to go backstage. If you see this behavior occurring, please ask the person to return to his/her seat. If necessary, tactfully explain that the stage is preset and needs to be left alone and/or that we do not allow visitors backstage before the show begins because they are a distraction to the cast and crew.
- 9) It is important that you are friendly and courteous, as your behavior may heavily influence the impression a patron has of Backdoor Theatre. A friendly gesture or comment can go a long way.
- 10) Make sure you return your badge before leaving for the night.
- 11) If problems arise, notify the House Manager. This includes disputes over seating and difficult patrons.

#### House Manager – General Notes

The biggest difference house managing between the two stages is that the Main Stage has no dinner service. This greatly simplifies the job, but there are a few differences addressed below. How the House Manager interacts with the other front of house crew remains the same but includes the concession stand personnel and money. Most importantly the shutdown of the building and the checklist items change in NO WAY between the two stages. The ENTIRE building is examined and the checklist is gone through no matter if the House Manager was managing the Main Stage or the Dinner Stage.

- 1) The House Manager stays in the Main Stage lobby for the duration of the show, except for intermission or announcements. They use radios to communicate with the Stage Manager and other personnel to determine when the show goes up. The Dinner Stage House Manager often helps with dinner service before the show and stays in the office during the show if they choose to not watch the show.
- 2) The Main Stage House Manager can watch the show on the TV monitor in the lobby.
- 3) The House Manager locks the lobby doors during performance. This ensures safety for the building.
- 4) The House Manager makes sure the handicap entrance for the Main Stage is unlocked. This is not an issue for the Dinner Stage.

#### House Manager – Main Stage

- 1) You should plan to arrive at 6:30 p.m. (box office opens about an hour before the show starts; house opens about 30 minutes before the show starts).
- 2) You should dress per the dress code: Business Casual. Wear comfortable shoes, as you will do a lot of walking.

- 3) Before the house opens, make sure you are wearing a badge that indicates you are a Backdoor volunteer.
- 4) Also before the house opens, you will need to make sure the box office and concessions people are ready to go. Make a note of how much cash each is starting with. Make sure everyone has a badge to indicate they are Backdoor volunteers.
- 5) As soon as the doors open, let the Stage Manager know.
- 6) At about 30 minutes before curtain, check to see that the ushers have arrived and the Stage Manager is ready for the house to open (this may mean the Stage Manager has to clear the set, finish warm-ups, adjust lights, etc.). As soon as the doors to the auditorium are open, inform the Stage Manager.
- 7) At about 10 minutes before curtain, check with the box office person to see how many reserved tickets have not been picked up. If it is just handful, inform the Stage Manager that you'll close the house on time. If many tickets remain, inform the Stage Manager that you'll hold the house for an additional 5 minutes past curtain time.
- 8) You may be asked to settle disputes involving reservations, seating preferences, etc. You may also be asked to deal with a difficult and/or disruptive patron. In all instances, tact is required. While it is permissible to tell a patron something he/she doesn't want to hear, you must do it in a way that will not further inflame the situation. You may also offer to take his/her contact information and say the general manager or a board member will follow up.
- 9) When all or most of the reserved tickets have been claimed, tell the Stage Manager to call places. Flash the lights in the lobby to inform patrons that they are to take their seats. Check the lobby, restrooms and parking lot to make sure no one else is unaware that the show is about to start. Collect the box-office bag containing the evening's cash and checks. Make sure the concessions volunteers have locked the bag in the cabinet. You may also put the box-office bag in the locked cabinet. As soon as everyone is seated, shut the doors to the auditorium and inform the Stage Manager that the house is ready to go.
- 10) Some patrons who arrive late will insist on being seated. This is very distracting to the cast and should be discouraged. Try to explain to the patrons that they can trade their tickets for another performance. If you know that seats on the bottom row right by the door are available, you may lead the patrons to those seats, but you are not obligated to do so. It is their fault for being late.
- 11) Some patrons may not know theatre etiquette and may walk across the stage and/or try to go backstage. If you see this behavior occurring, please ask the person to return to his/her seat. If necessary, tactfully explain that the stage is preset and needs to be left alone and/or that we do not allow visitors backstage before the show begins because they are a distraction to the cast and crew.
- 12) If you are not doing announcements, cue the person doing the announcements to take the stage. After announcements, the show will begin.

13) You may be asked to do announcements. If you are unwilling to do announcements, be sure to find someone who will. Quite often box office, usher or concession stand crew will be willing to substitute. Sometimes even the director of the show or the Stage Manager can substitute for you.

It is important to be friendly and enthusiastic. Begin by welcoming the crowd. You will need to cover:

- House rules
  - No smoking inside – those who need to smoke may step outside at the doors near the lobby, but warn them that the door may shut and lock behind them. There should be a doorstop nearby.
  - No photography or videotaping of any kind (this is usually a violation of our contract with the publishing house, as well as extremely distracting to the cast).
  - Urge the audience in the strongest terms possible to turn off all cell. phones, pagers and other related devices. It is extremely rude to other patrons as well as distracting to the cast when phones ring in the middle of a performance. Make a point also of noting that texting is prohibited as the light from phones is also distracting to all.
- Upcoming shows and auditions.
- Encourage patrons to volunteer and/or donate money and/or supplies.
- Mention the night's raffle and the cost of the tickets (currently \$2 per ticket or 6 for \$10).
- Also point out the exit lights in case of emergency.

You may also be given specific additional announcements.

14) Immediately after the announcements, make sure the lights in the lobby and nearby stairways are shut off.

15) Right before intermission, you should make sure the lights in the lobby and along the staircases are on. Check the lights in the restrooms as well. Make sure the concessions person is ready.

16) After about 10 minutes of intermission, check with the Stage Manager, and if he/she is ready, tell him/her to call places. Flash the lights in the lobby, check outside and in the restrooms for patrons. A simple knock at the restroom door and an announcement that the second act is about to start will be sufficient. Make sure everyone is seated, shut the doors, and inform the Stage Manager that the house is ready for the next act.

17) Collect the raffle money from the ushers and conduct the raffle.

18) Collect the other two money bags from the cabinet, go to the main office, and count the money. You will need to fill out the reconciliation form, sign it, and put the bags in the mailbox in the closet.

19) As the show is ending, again check that all lights are on. As patrons exit, thank them for coming and encourage them to tell their friends about Backdoor.

20) Make sure you return your badge before leaving for the night.

21) You may be asked to close the building for the evening. If so, you will need to:

- Check that all outside doors are locked: Dinner Stage, Main Stage and dressing room. For the dressing room, you will need to make sure the latch is in place.
- Turn off lights in the Dinner Stage (including restrooms), Dinner Stage lobby and backstage areas, front office, kitchen, work room, Main Stage, Main Stage lobby (including restrooms) and dressing room/green room areas. While you are checking lights, check the restrooms, kitchen and dressing rooms to make sure no water is running.
- Make sure no one has wandered into the building.
- **USE THE CHECKLIST AT THE DINNER STAGE DOOR TO DOUBLE CHECK YOURSELF BEFORE YOU SET THE ALARM.**

22) It is important that you are friendly and courteous, as your behavior may heavily influence the impression a patron has of Backdoor Theatre. A friendly gesture or comment can go a long way. Greet as many patrons as possible as they come in or during intermission or as they leave. Thank them for coming.

#### House Manager – Dinner Stage

- 1) You should plan to arrive 5:45 p.m. (box office opens about 90 minutes before the show starts, and dinner is usually served shortly after the house opens).
- 2) You should dress appropriately – Business Casual. Wear comfortable shoes, as you will do a lot of walking.
- 3) Before the house opens, make sure you are wearing a badge that indicates you are a Backdoor volunteer.
- 4) Also before the house opens, you will need to make sure the box office person, ushers, wait staff, kitchen staff and caterer are ready to go. Make a note of how much cash the box office person is starting with. Make sure everyone has a badge to indicate they are Backdoor volunteers.
- 5) As soon as the doors open, let the Stage Manager know.
- 6) At about 10 minutes before curtain, check with the box office person to see how many reserved tickets have not been picked up. If it is just handful, inform the Stage Manager that you'll close the house on time. If many tickets remain, inform the Stage Manager that you'll hold the house for an additional 5 minutes past curtain time.
- 7) Inform the wait staff that the show will begin shortly and ask if all of their patrons are set. If not, ask what you can do to help so the show will begin on time.
- 8) When all or most of the reserved tickets have been claimed, tell the Stage Manager to call places. Ask the light crew member to flash the lights in the Dinner Stage area to inform patrons that they are to take their seats. Be sure to check the restrooms. A knock and an announcement that the show is about to start is sufficient. Check the lobby and parking lot to make sure no one else is arriving. Tell the box office person to pack up and take everything to the front office. As soon as everyone is seated, inform the Stage Manager that the house is ready to go.

9) Some patrons who arrive late will insist on being seated. This is very distracting to the cast and should be discouraged. Try to explain to the patrons that they can trade their tickets for another performance. If you know that seats at a table right by the door are available, you may lead the patrons to those seats, but you are not obligated to do so. It is their fault for being late.

10) Some patrons may not know theatre etiquette and may walk across the stage and/or try to go backstage. If you see this behavior occurring, please ask the person to return to his/her seat. If necessary, tactfully explain that the stage is preset and needs to be left alone and/or that we do not allow visitors backstage before the show begins because they are a distraction to the cast and crew.

11) You may be asked to settle disputes involving reservations, seating preferences, etc. You may also be asked to deal with a difficult and/or disruptive patron. In all instances, tact is required. While it is permissible to tell a patron something he/she doesn't want to hear, you must do it in a way that will not further inflame the situation. You may also offer to take his/her contact information and say the business manager or a board member will follow up.

12) If you are not doing announcements, cue the person doing the announcements to take the stage. After announcements, the show will begin.

13) You may be asked to do announcements. If you are unwilling to do announcements, be sure to find someone who will. Quite often box office, usher or concession stand crew will be willing to substitute. Sometimes even the director of the show or the Stage Manager can substitute for you.

It is important to be friendly and enthusiastic. Begin by welcoming the crowd. You will need to cover:

- House rules
  - No smoking inside – those who need to smoke may step outside at the doors near the lobby, but warn them that the door may shut and lock behind them. There should be a doorstop nearby.
  - No photography or videotaping of any kind (this is usually a violation of our contract with the publishing house, as well as extremely distracting to the cast).
  - Urge the audience in the strongest terms possible to turn off all cell. phones, pagers and other related devices. It is extremely rude to other patrons as well as distracting to the cast when phones ring in the middle of a performance. Make a point also of noting that texting is prohibited as the light from phones is also distracting to all.
- Upcoming shows and auditions.
- Encourage patrons to volunteer and/or donate money and/or supplies.
- Mention the night's raffle and the cost of the tickets (currently \$2 per ticket or 6 for \$10).
- Also point out the exit lights in case of emergency.

You may also be given specific additional announcements.

14) Immediately after the announcements, make sure the lights in the lobby and nearby hallway are shut off.

15) During the first act, you should meet with the person who worked box office to count money. Make a note of how much cash he/she has in the metal box and separate all credit card receipts. Everything can then go into the safe in the main office.

16) It is important that you visit as many tables as possible before the show begins and again at intermission. Be sure to ask the wait staff if you can help in any way such as refilling water glasses. Ask the patrons if everything is OK, whether they are enjoying the show, etc. Yes, we schmooze around here. People like it, and it leads to extra business. If you are feeling brave, make a pitch for season tickets and/or buying a house for a company or organization.

17) At intermission, you should make sure the lights in the lobby and in the hallways are on. Check the lights in the restrooms as well.

18) After about 10 minutes of intermission, check with the wait staff to make sure everything is set for the next act. Talk to the Stage Manager, and if he/she is ready, tell him/her to call places. Ask the light crew member to flash the lights, check the lobby and parking lot, make sure everyone is seated, and inform the Stage Manager that the house is ready for the next act.

19) As the show is ending, again check that all lights are on. As patrons exit, thank them for coming and encourage them to tell their friends about Backdoor.

20) Make sure you return your badge before leaving for the night.

21) You may be asked to close the building for the evening. If so, you will need to:

- Be sure to follow the checklist hanging by the Dinner Stage lobby exit. This is a bullet point checklist that reminds you of what to check to shut down the building. It does not replace training for those bullet point items.
- Check that all outside doors are locked: Dinner Stage, Main Stage and dressing room. For the dressing room, you will need to make sure the latch is in place.
- Turn off lights in the Dinner Stage (including restrooms), Dinner Stage lobby and backstage areas, front office, kitchen, work room, Main Stage, Main Stage lobby (including restrooms) and dressing room/green room areas. While you are checking lights, check the restrooms, kitchen and dressing rooms to make sure no water is running.
- Make sure no one has wandered into the building.

22) It is important that you are friendly and courteous, as your behavior may heavily influence the impression a patron has of Backdoor Theatre. A friendly gesture or comment can go a long way. Greet as many patrons as possible as they come in or during intermission. Thank them for coming.

#### Concessions – Main Stage – General Notes

Running the concession stand in the Main Stage lobby means staying at the stand and helping patrons. It does NOT mean socializing with others in the lobby away from the counter. There are two forms of concession stand products: items for which a donation is suggested but not required and items for which the patron pays. There is a donation pitcher/fish bowl on the counter that will have to be emptied at the

end of the night and counted among the concession sales with the House Manager.

- 1) You should plan to arrive at 6:15 p.m. for a Main Stage show (box office opens about an hour before the show starts; house opens about 30 minutes before the show starts).
- 2) Before you go to the concessions area, make sure you are wearing a badge that indicates you are a Backdoor volunteer.
- 3) There will be a mixture of concessions for sale and some provided on a “donations suggested” basis. You will be given a fish bowl used to solicit donations. You will also be given a bank bag to make change for the for-sale items. The House Manager will tell you how much money is in the bag. You should count to double-check; if there is a discrepancy, tell the House Manager. The bag will also have keys to unlock cabinets for items that we want stored securely. Remember to restock the items that get low. Extra items are kept in the unlocked cabinets.
- 4) There is a laminated set of sheets detailing how the items should be displayed and where they should be stowed. Please follow these rules.
- 5) As patrons approach before the show begins, they will notice the fishbowl. If they put in some money, thank them. For any patron, remember to throw in a friendly “enjoy the show” as they leave.
- 6) When it is clear no more patrons are arriving, put all cash in the money bag and lock it in the metal cabinet.
- 7) You will need to be at the booth during intermission as well.
- 8) Right before the last act begins, put all the additional cash in the bag and bring it to the House Manager, who will count the money later to make sure everything is accounted for. Be sure to turn off the concession lights and lock the cabinets. Put the keys in the bank bag and lock the handle to the concession area door. On Thursday and Friday nights you may leave the iced drinks in their coolers for the next night. The custodian will add more ice to them for the next show. On Saturday night, drain the coolers and put excess sodas in the refrigerator.
- 9) It is important that you are friendly and courteous, as your behavior may heavily influence the impression a patron has of Backdoor Theatre. A friendly gesture or comment can go a long way.
- 10) Make sure you return your badge before leaving for the night.
- 11) If problems arise, notify the House Manager.

#### Wait Staff – Dinner Stage

- 1) You should plan to arrive about an hour and 45 minutes before the curtain goes up (box office opens about 90 minutes before the show starts, and dinner is usually served shortly after the house opens).

- 2) Before the house opens, make sure you are wearing a badge that indicates you are a Backdoor volunteer.
  
- 3) You should greet patrons in your section as quickly as possible after they are seated. Introduce yourself and thank them for coming, then ask if they have seen a show in the dinner theatre previously. If so, they will know the routine; if not, explain how everything works:
  - Where dinner is served and what is being served tonight
  - Where the restrooms are located
  - We provide tea, coffee and water (see also No. 6 below regarding alcohol). Ask which they would like and retrieve it as soon as possible for them.
  
- 4) All beverages, as well as extra utensils, napkins, etc., are located in the kitchen or on the table near the office.
  
- 5) Tell the patrons they can get their food as soon as they're ready. Some patrons may need help carrying their dinner back to their seats. Please offer to help if necessary or ask the House Manager for help.
  
- 6) We are currently operating as a BYOB. Legally, we do not have a liquor license with the state, which means we operate as a private club at which patrons may bring their own alcoholic beverages. This means you as server have several important responsibilities:
  - Make sure everyone is of legal drinking age. It may seem tacky to card someone, but if you have any doubt, it is imperative that you do so. If they are clearly under the legal age, ask that they not consume alcoholic drinks. If you are uncomfortable with this task, ask the House Manager to step in.
  - Offer to provide glasses, ice, etc.
  - If someone has obviously had a little too much, encourage them to stop drinking for the evening. While we want everyone to have a good time, drunken individuals can get out of hand, distracting other patrons before the show and distracting everyone, including performers, during the show. Again, if you are uncomfortable with this task, ask the House Manager to step in.
  
- 7) It is important to keep returning with refills on coffee, tea and water. You will likely have help on this task from the House Manager and/or kitchen staff, but you should also keep your eyes on the patrons' drinks.
  
- 8) Some patrons may not know theatre etiquette and may walk across the stage and/or try to go backstage. If you see this behavior occurring, please ask the person to return to his/her seat. If necessary, tactfully explain that the stage is preset and needs to be left alone and/or that we do not allow visitors backstage before the show begins because they are a distraction to the cast and crew.
  
- 9) Some patrons will have show-only tickets and will arrive 5-20 minutes before show time. You may still offer them coffee, tea or water if time permits.

10) As show time draws closer, the House Manager will periodically ask you how many patrons are still eating. This is to get an idea of how much time to give the Stage Manager. Make sure to check whether any patron wants his/her drink refilled one last time before the show begins. As soon as plates have been cleared, you should tell the House Manager so the show can begin.

11) At intermission, you will need to clear any remaining plates and offer refills. It is important to clear out as quickly as possible (without being obnoxious toward the patrons) because intermission is usually brief (10-20 minutes). The House Manager will periodically ask you if everything is ready for the next act to begin. As soon as everything is ready, you should tell House Manager so the show can resume.

12) Tips: The person doing pre-show announcements and/or act break announcements will usually suggest to the audience that if the service was exemplary, they should recognize the staff by tipping generously. All tips you receive are pooled at the end of the night and placed in the tip bag. Your semi-monthly paycheck will reflect your portion of pooled tips.

13) It is important that you are friendly and courteous, as your behavior may heavily influence the impression a patron has of Backdoor Theatre. A friendly gesture or comment can go a long way.

14) If problems arise, notify the House Manager. This includes difficulties disputes over seating and difficult patrons.