AAC HOUSE MANAGER CHECKLIST & HOUSE RULES

<u>BEFORE</u>

Review facility information provided

Review 'Emergency Procedures'

Tour the facility and learn all exits

Make a plan

Establish a dress code

Contact ushers:

- One week prior to confirm availability, dress and arrival time (one hour before show)
- Forty-eight hours prior to note any changes

<u>DAY OF EVENT</u>

Arrive one hour and fifteen minutes prior to start time

Bring a flashlight

Request a set of keys

Ask about special FX or unique elements in your event or show

Establish time to open the house with the Stage Manager

Provide ushers with:

- Locked room for their personal items
- Orientation re: theatre seating, entrances, exits, washrooms and lighting
- Briefing re: seating audience, assisting physically challenged patrons, emergencies, house rules
- Usher etiquette including mature and courteous behavior; avoidance of personal discussions
- Flashlights and identification badges
- Timeline for when to take their posts and when to open the house doors
- General advice on dealing with disruptive behaviour
- Instruction that no guests are allowed backstage; all deliveries must be referred to FOH Manager
- Direction to remain after the performance to clean theatre, lobby and foyer and collect lost items

Assign individual usher responsibilities such as:

- Aisle assignments, ticket taking and program distribution
- Security of set and props during intermission
- Cleanup of theatre space, lobby and halls
- Assistance with reception, program flooding and maintaining order

Ensure that exit and house lights work; that all exits are free and clear

Ensure that house and lobby are clean and temperature is comfortable

Arrange tables and chairs for lobby displays

Communicate with Box Office and Stage Manager re: lineups, late patrons and other problems

Give starting cue to Stage Manager once patrons are seated