



CONCESSION HELPER

(as of July 23, 2019)

The concession opens at the same time as the auditorium doors open and will close a few minutes before the play is scheduled to begin. Except for hot drinks, all concession items are available before the show. Chocolate bars are \$2, and all other concessions items are \$1. Tea and coffee refills are complimentary.

Prior to the show:

- Both Concession Helpers must arrive at least 1 hour before the performance.
- If it is not already posted, ask the Front of House (FOH) manager when the intermission starts and post this information in the kitchen. Remind FOH to tell concession when the auditorium doors open.
- Take a bus pan of cups, sugar, milk, spoons and a jug of water downstairs. Ask cast and crew what they prefer to drink at intermission.
- Make sure there is juice and water in the fridge.
- Arrange a selection of snacks on two of the large round trays (above the fridge). Each tray should contain more or less the same snacks and should be full. Place one of the trays beside the gate farthest from the stage (this is the gate we will use prior to the show).
- Display an assortment of cold beverages on the gate and have some on the counter where they are easy to access once the gate opens.
- Place the float (delivered by the FOH Manager) in an empty sugar bowl within easy reach of the gate. On Preview night set out an empty bowl on the gate and a sign (from the blue plastic box in the kitchen or on the shelf in the men's dressing room) saying concession items are by donation.
- Use the coffee urn (it will be on the shelf in the kitchen) to make coffee; regular for matinees and decaffeinated for evening performances. Estimate how much coffee to make and fill to the appropriate line inside the urn. (The amount of coffee required depends on the size of audience, matinee or evening, time of year, etc. The FOH Manager may know how much has been consumed at other performances). There is a chart above the sink listing how many of the blue rimmed tea cups of coffee to use depending on the amount of coffee required. Don't plug it in until 40 minutes before the intermission.



- Set cups and saucers beside the sink between the gates.
- Set out 4 teapots for the concession and 1-2 for the cast and crew.
- Boil 4 kettles of water.
- Place the following items on the trolley:
 - a clean tea towel on the top tray
 - a bowl of sugar cubes (extra sugar is in the men's dressing room)
 - signs to identify cream and milk (in the blue plastic box)
 - two glass banana split dishes (from cupboard beside kitchen door). One containing clean spoons (from drawer under the far gate) and the other for used spoons.
 - bus pan for dirty dishes on the middle tray and recycle blue box on the bottom.
- Pour one pitcher of cream and one of milk and put in the fridge.
- Check condition of bathrooms and make sure there is enough toilet paper (additional rolls are in the men's dressing room). Wipe down sink and brush floor if required.

When the auditorium doors open:

- Open the concession gate farthest away from the stage.
- Place the signs on the gate.
- One concession worker can serve patrons while the other assists the FOH Manager.
- Five minutes before the show is due to start, close the concession gate
- During the show, the kitchen must be kept very quiet so relax in the kitchen or lounge—bring a book, crosswords, etc. – until 40 minutes before intermission.

40 minutes before intermission:

- Plug in the coffee urn.

20 minutes before intermission:

- Plug kettles in again. Heat teapots & boil more water.



- Warm the teapots.
- Make tea (two tea bags per pot).
- Display an assortment of cold beverages on the gate and have some on the counter where they are easy to access once the gate opens.
- Take hot beverages down to cast and crew (The FOH helper may be able to do this).
- Put milk and cream on the trolley and take it into lobby so you are ready when intermission starts.
- When the red light on the coffee urn comes on, move the urn to the counter between the two gates with the spout over the sink. Plug it back in to keep hot.

During intermission:

- One person will open doors at intermission, wheel the trolley into the front of auditorium, and help open gates.
- Both concession workers, the FOH Manager and FOH helper will assist at the concession windows. It seems to work well if one person at each gate takes orders, one pours coffee and tea and the fourth replenishes the sold items, and generally helps avoid bottlenecks.
- Close stage gate as it slows down and gather used cups and saucers from the auditorium.
- Wash saucers and spoons by hand. They don't need to be sanitized.
- Rinse cups and check for lipstick/coffee stains before going into sanitizer.
- Make sure the trolley is brought in from the auditorium (the FOH helper should do this).
- If there is time, put away food and cold beverage items.

During the second half of the show:

- Gather up the cups, milk, etc. from downstairs. (Remember to look in the change rooms for cups, etc.)
- Make sure the cast bathrooms are clean and replenish toilet paper if required.



As soon as the audience begins the final applause:

- Turn the red button on the sanitizer to the 'ON' position
- When the rinse temperature on the sanitizer has reached 180°, press the Start button.
- When the sanitizer stops, open the door for a few seconds to let out the steam, dry the bottoms of the cups and put them away.
- When all the dishes have been sanitized, press the red button to the 'OFF' position. The water in the sanitizer will drain. When the sanitizer stops, open the door wide and pull the dish tray out a little so that the door does not spring closed.
- Give the kitchen a once-over, including the floor, put soiled T-towels in the basket on the shelf under the window.
- As a final check, make sure all taps are off and the plugs have been removed from the sinks. check that the sanitizer is off (no lights) and the door is open.

The Props people/ASM may have things to wash in the sink.

The Stage Manager will do the final closing of the kitchen.