



FRONT OF HOUSE HELPER

(as of February 2026)

PRIOR TO THE SHOW:

- Arrive no later than 1 hour before the opening of the show (6:30 pm, 1 pm) to help with set up.

Auditorium:

- There are 6 chairs on the left and 4 on the right with a centre aisle. The front row starts on each side in line with the proscenium and the pillar. The 2nd row is staggered away from the Concession wicket.
- On instruction from the FOH Manager, put the signs on chairs reserved for season ticket holders.
- For the May & October shows, place a Season Brochure on seats not already reserved for Season Ticket Holders.
- One of the Concession Helpers will distribute programmes as the audience enters.
- Open windows and/or exit doors (if necessary) to cool down hall; remember to close doors before the show and after intermission (a floor fan is stored in the Men's Dressing Room).

Lobby:

- Put some programs on the lobby table with a few season brochures (May & Oct).

WHEN PATRONS BEGIN TO ARRIVE:

- Greet patrons; it may be possible to have them sit in the lounge until the doors open but know their place in line for rush seating purposes.
- Front of House Manager will tear Season Tickets in half into the basket, give the Helper the other half while seating patrons, who will give the other back to patron after seating. Collect the Reserved signs as patrons sit and bring them to the Box Office table. Keep tabs that all signs are collected and accounted for before the show starts. It helps if one of the Concession Helpers also assists in seating season ticket holders.
- Make sure only patrons holding season tickets sit in the reserved seats. Ensure they have their stubs, as controversies do occur.



- The stage manager will tell FOH when to open the auditorium doors.
- Assist the FOH Manager as additionally required.

Duties may include: selling tickets; assisting handicapped persons using the side entrance to find seats (they will ring the bell) and taking their tickets to FOH; queue control, etc.

10 MINUTES BEFORE THE SHOW STARTS:

- Check that there are enough chairs (maximum 130). If more seats are required, ask other volunteers to help put out more chairs.
- Close the Concession window.

ONCE THE SHOW STARTS:

- The FOH Manager shall make the pre-show announcement (unless otherwise pre-arranged with the Director), turn off the auditorium lights (if not done by lighting operator) and close the hall doors. If the FOH Manager cannot perform these tasks for any reason, the FOH Helper will step in. The pre-show announcement will be available beforehand.
- Assist concession workers as needed; e.g. taking liquid refreshments to the cast and crew, checking supplies in the washrooms (extra toilet paper is kept in the women's dressing room), boiling kettles, etc.
- Relax in the lounge – bring a book, crossword, etc.
- For the Panto only, sit at the back of the hall during the performance to ensure the side & centre aisles remain clear for the actors and audience safety.

DURING INTERMISSION:

- Assist at the Concession window closest to the stage.
- When this window closes, collect dirty dishes and garbage from the auditorium.
- About three minutes before the show re-starts, flash the house lights and tell any patrons in the washrooms the show is about to resume. If there are lengthy lines in the washroom, advise the SM who may then delay beginning the 2nd Act.
- Wheel out the trolley and close auditorium door.



AT THE END OF THE SHOW:

- Open both auditorium doors, turn on lobby lights (and house, if not done by the lighting operator), and open the Synod St. entrance.
- Collect programs, dishes and garbage left in the hall—recycle to appropriate containers.
- Stack chairs (if required—there will be a schedule on the fridge).
- Recycle crumpled programs and put the good ones with the new copies in the room on the right at the back of the hall.
- If not collected before the show started, locate the reserved seating signs for the next performance and return them to the cash box.
- Run the dry mop over the floor, and damp if required, to get rid of sticky spots.
- Collapse table in the lobby and remove window covers and display boards to the stage.

Thank you for giving your time to make our production an experience that will have our audiences wanting to return.