Newmarket Kings Theatre

FOH DUTY MANAGER CHECK LIST

- Set up FOH signing in register
- Report to the Stage Manager
- Ensure all fire exits are open, external exit lights are on, and emergency exit routes are free of any obstructions
- Ensure all staff wear a NKT FOH badge and face mask
- Meet FOH team and ensure they are aware of their duties, cover any missing Stewards duties.
- Check with Stage Manager of entrances or exits cast make via the auditorium and ensure that all Torch Stewards are aware.
- Check timings of the show and inform FOH/Bar staff
- Ensure clock stating 'end of performance' is showing the correct time
- Ensure we have a4 staff (bar, box office, FOH) before the theatre front doors are opened (no earlier than 45 minutes before the show starts)
- Check with Box Office regarding disabled patrons and the remove the necessary seats
- If necessary, cone off the disabled parking space
- Check all torches are working and Hi-Vis jackets are placed on the hooks next to FOH seats
- To ensure Box Office have issued floats for ice cream/souvenirs/sweets/programmes/coffee
- After receiving clearance 'Open the House' no later than 15 minutes prior to curtain up, ideally half an hour before the show starts
- Ensure tickets are checked by Torch Stewards ensuing a Torch Steward is on duty at each door and one placed in the auditorium to direct patrons to seats if there are sufficient stewards
- Check toilets and ensure all patrons are seated on time
- Count the number of patrons in the auditorium before the show commences and record in the signing in book
- Give the backstage staff clearance so the show can start on time
- Close the auditorium doors
- During the interval collect ice creams for FOH Stewards to sell
- Ensure the raffle table has prizes
- Ensure staff top up souvenirs, sweets, and wash-up then set up coffee cups for the next show before they leave
- Check floats are given to the Box Office at the end of the interval
- To ensure FOH staff get patrons into their seats on time after the interval
- Ensure patrons do not take glass wear into the auditorium
- In the event of an evacuation become the Senior Fire Marshall, leave the building when all FOH areas have been vacated, taking the signing in register with you and meet at the muster point and report to Fire Brigade
- At the end of the performance ensure FOH Stewards check the toilets and auditorium. Any lost property is to be handed into the Box Office
- Ensure the seating removed for disabled patrons is brought back in
- Please make sure everyone hands in the FOH badges
- Ensure all the fire exits are closed, external lights switched off and the auditorium is secure and the doors closed to patrons
- Ensure all staff put any used tea towels in the laundry basket on top of the fridge/freezer for cleaning at the end of each shift
- Sign the Duty Book before leaving the theatre and hand back the building to the Stage Manager.