



UMH FOH Volunteer Guide

Guiding Principles & Expectations:

The Front of House (FOH) staff is responsible for the safety and comfort of the patrons of the Music Hall and must be aware of patrons throughout the entire event.

Each FOH staff member is an ambassador for the Uxbridge Music Hall, as well as the performers and user groups. As such, each is expected to be dressed appropriately and respect the confidentiality of fellow volunteers, performers, user groups & patrons.

The production FOH Manager must ensure every FOH volunteer reads and follows these procedures.

In the absence of an on-site FOH Manager, an experienced FOH staff member must be designated as the lead for emergency situations – the Designate.

All FOH staff must follow the UMH Township Policies & Procedures (UMH Red Book – on the UMH website, under *About the Hall/Technical Specifications*, and in the Box Office) and carry out all responsibilities to the best of their ability, in a positive and professional manner.

All FOH staff must be sensitive to patrons with any kind of service animal.

FOH staff under 17 years of age must be accompanied by an adult.

The attached performance checklist must be completed and signed by the on-site FOH Manager or by a designated FOH staff member.

All FOH staff must refer any difficult and/or emergency situations to the on-site FOH Manager or Designate and be prepared to follow the emergency procedures outlined in the UMH Red Book or the box office.

Blank FOH Performance Checklists can be found in the box office.

Important Notes on Handling New Chairs:

- Always, and only, use the yellow trolley when moving stacks of chairs.
- Ensure that chair legs are perfectly aligned when stacking – not doing so makes the stack very unstable.
- Be careful when placing the rear chair legs on the base of the yellow trolley – there is no room for error.
- Place stacks against the side wall based on rows and numbering scheme – backs of stacks facing centre of the hall.
- Cover stacks with appropriate ‘stack covers’ when provided.

Performance Checklist:

| Task | Completed (Check) |
|--|-------------------|
| Obtained vests from coat check area in lower level and worn by all FOH staff at all times. | |
| Ensured there were emergency procedures and Accident Report Forms in the Box Office. | |
| Set up front of house (chairs, programs). | |
| Set up and served at the Concession Table (if applicable). | |
| One volunteer, in the lobby, designated as the FOH staff member to direct patrons with tickets to the correct entry door and patrons without tickets to the Box Office. | |
| Two FOH staff assigned to the main floor, one on each side and two FOH staff to the balcony, one on each side. (We recommend these numbers be doubled for larger audiences.) | |
| Greeted patrons, took tickets, handed out programs. | |
| Showed patrons to their seats and assisted if needed. | |
| Ensured balcony safety barriers were securely in place before and after the performance and during intermission (Centre barriers removed during performance.). | |
| Ensured that there were no patrons beyond the stage emergency exit doors on the main floor and the doors marked "Private Access..." on the lower level. | |
| Reported any damage immediately to the on-site FOH Manager or Designate. | |
| Directed any questions, concerns or complaints (from a user group member, performer or patron) to the on-site FOH Manager or Designate. | |
| Ensured an orderly exit at the conclusion of the performance. | |
| Balcony was clean and all seats were in the upright/vertical position. | |
| Main floor cleaned up and chairs put away as required. (8 chairs per stack – stacked in labeled rows & covered.). | |
| Returned all vests to the coat room and ensured there were 13. | |
| Prior to leaving the UMH, ensured all exterior doors (5) were shut and locked (Except for the main front doors which were left to the user group.). | |
| Date: _____ FOH Staff Name: _____ Signature: _____ | |

Completed forms should be placed in the folder in the box office.