

UMH FOH Volunteer Procedures

Expectations:

The Front of House (FOH) staff is responsible for the safety and comfort of the patrons of the Music Hall.

- Coordinator ensures every FOH volunteer has read these procedures and follows them.
- FOH staff - you are an ambassador for the Uxbridge Music Hall
- One checklist must be completed and signed by a designated FOH staff member
- Follow all Township Policies & Procedures (UMH Red Book – on the UMH website and in the Box Office)
- Respect confidentiality of fellow volunteers, performers, user groups, patrons
- In the absence of a Front of House Coordinator, an experienced FOH staff member must be designated as the lead for emergency situations – the Designate.
- Ensure volunteers are dressed appropriately as ambassadors of the UMH.

Checklist:

1. Get your vest from the coat check area in the lower level and wear it at all times
2. Ensure that there are no patrons beyond the stage emergency exit doors on the main floor and the doors marked “Private Access...” on the lower level
3. Be a minimum of 17 years of age-younger volunteers must be accompanied by an adult
4. Refer any difficult and emergency situations to the FOH Coordinator or Designate and be prepared to follow the emergency procedures. (See attached)
5. Understand and carry out all responsibilities to the best of your ability, in a positive and professional manner
6. Respect others, including fellow volunteers, performers, user groups, patrons
7. Set up of front of house (chairs, programs)
8. Set up and serving at the Concession Table (if applicable)
9. Greet patrons, taking tickets, handing out programs
10. Show patrons to their seats and assisting if needed
11. Be aware of patrons throughout the entire event
12. Ensure safety barriers are securely in place before and after the performance and during intermission.
13. Clean up balcony – all seats are in the upright/vertical position.
14. Clean up main floor and put away chairs as required – 6 chairs per stack. The trolley must be used to move the stacks of chairs.
15. Report any damage immediately to the FOH Coordinator or Designate
16. One volunteer must be designated as the FOH staff member to direct patrons with tickets to the correct entry door and patrons without tickets to the Box Office.
17. Two FOH staff must be 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 performances.)
18. Direct any questions, concerns or complaints (from a user group member, performer or patron) to your FOH coordinator or designate.
19. Ensure there are Accident Report Forms in the Box Office.
20. Prior to leaving the UMH, ensure all exterior doors (5) are shut and locked.
21. Be sensitive to patrons with service animals.
22. Ensure orderly exit at the conclusion of the performance.
23. Return vest to the coat room.