

HOUSE MANAGER RESPONSIBILITIES

Please arrive in PAC 397 conference room at least 1 hour and 45 minutes before curtain time.

Know your responsibilities in case of severe weather, patron injuries, or other emergencies. These instructions should be included in your binder for easy reference.

If you are working with an Assistant House Manager, please review which duties each of you will assume for the event, including who will be doing the final sweep of the Auditorium following the show.

You should have a set of keys, a flashlight, a radio and headset available at all times throughout the performance. The one House Manager binder should be easily accessible to both you and an assistant (if applicable) during the event.

Be prepared to meet with the Volunteer Coordinator, Staff-On-Duty (SOD), Coat Room Manager and Asst. House Manager to go over details of the event and to review the event checklist. This meeting will take place at the marketing table in the Auditorium offices and will be led by either the Volunteer Coordinator or the SOD.

At the conclusion of the above-mentioned meeting (approximately 1 hr 30 min prior to curtain) you will then lead the floor managers meeting. Review the event checklist info and discuss any potential problems or questions related to their responsibilities.

Distribute the accessible seating info to HL, HR, and MZ managers as necessary.

If available, use the Ticket Office Report to determine the number of programs needed per floor.

Conduct a radio check with all managers before leaving the conference room. For all performances, keep all radios on Channel 1, unless instructed otherwise. Either the HM or the SOD will be carrying the full-service radio (marked with an orange strip on the antenna). This radio uses channel 4 to communicate with BSW.

The bank of lights high above the atrium will turn on automatically. If they are NOT on, call the physical plant on the full-service radio using channel 4, or have the SOD do so.

Turn on lights and check the restrooms in the three tower areas on level 2, if needed.

At one hour before curtain time, please be prepared to lead the Usher Meeting at the back of the loge on HL. An alternate location for this meeting is in the HL stair area between the wooden and glass doors, to be used if there is a rehearsal occurring onstage or to avoid other disruptions within the house.

- Review Event Checklist
- Make any announcements
- Introduce Managers & SOD
- Answer any questions
- Assign any unassigned ushers to open positions

Please check the lobby for placement of appropriate signs for the event (i.e. running times, directional signs, strobe lights or photography restrictions, etc.)

Check with each floor manager to make sure their area is properly prepared and adequately staffed. Make adjustments to usher assignments as needed. Check to make sure that the correct doors are unlocked and all necessary lights, including nightlights, are on.

Fifteen minutes before the show starts, check with valet about traffic status. Contact the Tech on Duty (indicated on event checklist) about any potential holds available and when the final request has to be made. Notify Coat Check Manager of the decision. (Consider ticket lines, valet status, weather conditions, expected patron attendance numbers, and the arrival of those patrons who may need assistance.)

When directed that the house is ready to open by either the Tech on Duty or the SOD (the Event Checklist will indicate who will confirm House Open with backstage for each event), conduct a status check of each level of the house to verify that all doors are ready to open. After you have confirmed with each Manager, make the call to open the house and notify the campus via the radio that the house is open.

Periodically check-in with each floor manager throughout the performance to ensure that all is running smoothly on the various levels.

During intermission, please be available near the patron coat check area to address any issues that may arise. Notify the campus via radio when intermission begins and ends.

The House Manager should periodically drop by the coat check to determine if it needs assistance. If the coat check is particularly busy, additional ushers may be reassigned to this area at the end of the performance.

After the show, notify campus via radio that the show has ended.

Conduct a complete sweep of the Auditorium from level 5 to level 1. Verify that all patrons have exited the Auditorium, that all lights are off, and that all doors are locked and secured. Immediately report any concerns to the SOD.

The House Manager, Coat Room Manager and SOD should be the last to leave. You will return to the PAC 397 conference room to turn in keys, nametag, flashlight, clip board or notebook, radio and ear piece. Make sure that the radio is turned off and properly placed in the cradle to recharge. Return the ear piece to its individual plastic storage bag in the 2-drawer bin inside the radio cabinet. This will help keep them untangled and functioning properly!

Complete your End of Show report and make sure all lost & found items are clearly marked and left in the conference room.

FLOOR MANAGER RESPONSIBILITIES

Please arrive in PAC 397 conference room at least 1 hour and 30 minutes before curtain time.

Know your responsibilities in case of severe weather, patron injuries, or other emergencies. These instructions should be included in your binder for easy reference.

Meet with House Manager (HM) at 1 hr 30 min prior to curtain time--pick up keys, clipboard or notebook, flashlight, radio, earpiece, and door blocks (if blocks are not already out). Blocks for MZ and BAL are kept on those respective levels.

A radio check will be conducted with all managers at the end of the meeting. For all performances, keep all radios on Channel 1, unless instructed otherwise. At least one manager in each area (HL, HR, MZ, BAL) must wear a radio and earpiece throughout the performance to be easily accessible to other managers and the Staff on Duty (SOD) for important communication. The patron coat room should have a radio available, but it does not require an earpiece.

Set out the number of programs for your area as determined by the HM in the pre-show meeting.

Turn on lights in hallways and restrooms. Check supplies in restrooms and let HM or SOD know if supplies are low.

Unlock interior Auditorium doors on your level so ushers can prepare for the event. Make sure that exterior doors remain locked except for the House Left doors which are monitored by the Coat Room Manager so that ushers can have access to the usher coat rooms and the Auditorium.

Do a quick sweep of the house to make sure it is clean and ready for patrons.

At one (1) hour before curtain time, attend the Usher Meeting. The House Manager will conduct this meeting and will introduce each floor manager.

After the full usher corps meeting you will meet with those ushers who have been assigned to your area.

- Assign ushers to positions, provide any needed instructions, and review emergency evacuation procedures.
- Be sure all ushers have flashlights, baggies, and gloves.
- Check for proper dress code & name tags.
- Notify the ushers where you will be located during the performance.
- Assign ushers to the appropriate usher seating and develop a rotation schedule as needed to allow everyone to see a portion of the performance. Floor managers are responsible for releasing the ushers to the seats and this should be done no earlier than 10 minutes after the start of the performance.

Make sure that ushers have all areas prepared for the house to open and await the status check by the House Manager prior to the call to open the house.

When the House Manager says "the house is open," ushers may take their assigned positions and open/block the exterior doors.

Please be aware of proper radio etiquette - keep chatter to a minimum and only include communication that is required to perform your role as a manager.

Have ticket stubs ready to be taken to the coat room approximately 10 minutes after the curtain goes up, after releasing ushers to their assigned seats.

Always be in a visible location on your level. The Floor Managers should be in or near their level during the entire performance.

Periodically check in with your ushers throughout the performance to assure that all is running smoothly and to answer any questions that may arise. You are a role model and they will look to you for a good example of customer service! For safety reasons, remind ushers not to open the doors until the lights go on after the performance.

Assist with any seating problems. There are always House Seats available unless you have been notified otherwise during the Managers Meeting. If there is a duplicate seating issue, first be sure to verify the correct event, date, level, row and seat printed on the ticket in question. The manager should then go to the ticket office to discuss an acceptable resolution and then present that option to the patrons. The patrons should not be expected to have the conversation with the ticket office themselves.

Please politely remind patrons that coats and other items are not allowed to be draped over the back of the seat in front of them. Offer to take the items to the coat check for them if necessary.

In case of an accident or illness, you should stay with the person and radio or send an usher for the SOD. It is the SOD's responsibility to complete the accident report paperwork, but you should remain nearby to assist as needed or to serve as a witness for basic information. A calm and helpful attitude will reassure the patrons who may be involved in the incident and it will also serve as good PR for the Auditorium.

Be prepared to take emergency messages to patrons in your area and to help late arrivals find their seats with the least disruption to the program.

Auditorium doors should be in a "staggered" open position during the performance. All doors should be open for intermission and at the completion of the event (when lights go up).

After the performance, remind all ushers to assist with picking up trash, taking extra programs to the stuffing station or recycling bins, identifying lost and found items, checking restrooms for patrons and cleaning needs, and to sign out before leaving.

Collect door blocks unless otherwise instructed by the House Manager. **Always leave 4 wooden blocks on the main floor HR & HL doors for building services workers to use.**

Turn out all lights in your area. Remember the lounge areas! HR Floor Manager - please turn off the night light located behind the sound booth.

Do one final sweep to check for any lingering patrons and then lock all doors.

After the show, you will return to the PAC 397 conference room to turn in keys, nametag, flashlight, clipboard or notebook, radio and ear piece. Make sure that the radio is turned off and properly placed in the cradle to recharge. Return the ear piece to its individual plastic storage bag in the 2-drawer bin inside the radio cabinet. This will help keep them untangled and functioning properly!

Complete your End of Show report and make sure all lost & found items are clearly marked and left in the conference room.

HOUSE RIGHT MANAGER ADDITIONAL RESPONSIBILITIES

Obtain any accessible seating info from the House Manager.

Turn on the night light behind sound booth prior to the show. Make sure drapes by stage doors are closed and verify if any ushers need to be stationed specifically at the stage doors.

Check wooden exit doors on side by loge...they should be locked at all times. They are equipped with crash bars on the inside so patrons may exit during emergencies.

Pull glass exit doors to make sure they are closed and locked.

Unlock/lock doors:

- main entrance doors
- doorway to stairway level 2
- doors on level 3 to elevator
- doors on level 3 to stairway/lounge

Place door blocks:

- both sets of double doors (8)
- wooden doors that lead to glass exit doors (6)
- doors to stairs on main floor (2)
- doors to atrium & elevators (4)
- doors to stairs on level 3 (2)

Put out programs at the bottom of the brick wall alongside the stairs to the back of the Loge. Make sure the ushers at level 3 get programs also.

Turn on the following lights: level 2 hallways, restrooms, elevator towers, level 2 and 3 lounge areas, and by the men's restroom between the inner and outer doors on level 2.

During the show, leave the following doors open: (as you are **facing** the stage)

- the far left outside doors (main doors to lobby)
- the far right inside doors (main doors to Auditorium)
- both outside doors on level 3 to the elevator

The side wooden doors are no longer opened during intermission as there is only one designated smoking area outside of the PAC and it must be accessed through the lobby.

Always leave 4 wooden blocks on the main floor HR doors for building services workers to use.

After the performance, lock all doors & check glass doors to be sure they are closed tightly. Turn off all lights, including the nightlight behind the sound booth.

HOUSE LEFT MANAGER ADDITIONAL RESPONSIBILITIES

Obtain any accessible seating info from the House Manager. Confirm that the accessible seating area is properly configured; if not, please ask SOD or other Auditorium staff for assistance. Volunteers should not move any chairs or equipment.

Make sure drapes by stage doors are closed and verify if any ushers need to be stationed specifically at the stage doors.

Check wooden exit doors on side by loge...they should be locked at all times. They are equipped with crash bars on the inside so patrons may exit during emergencies. Pull glass exit doors to make sure they are closed and locked.

Unlock/lock doors:

- entrance doors
- doorway to stairway level 2
- doors on level 3 to elevator
- doors on level 3 to stairway/lounge

Place door blocks:

- both sets of double doors (8)
- wooden doors that lead to glass exit doors (6)
- doors to stairs on main floor (2)
- doors to atrium and elevators (4)
- doors to stairs on level 3 (2)

Put out programs at the bottom of the brick wall alongside the stairs to the back of the Loge. Make sure the ushers at level 3 get programs also.

Turn on the following lights: level 2 hallways, restrooms, elevator towers, level 2 and 3 lounge areas, and by the women's restroom between the inner and outer doors on level 2.

Lock the usher coat room doors just prior to the start of the usher meeting (1 hr before curtain). Any late arriving ushers are expected to report directly to the meeting. Doors will be unlocked again for a brief time after the meeting so these ushers may sign in and get their supplies.

During the show, leave the following doors open: (as you are **facing** the stage)

- the far right outside doors (main doors to lobby)
- the far left inside doors (main doors to Auditorium)
- both outside doors on level 3 to elevator

Following the performance, unlock the usher coat rooms when managers begin dismissing ushers after the clean-up of the Auditorium has been completed.

Lock all doors & check glass doors to be sure they are closed tightly.

Verify that all ushers have signed out and left the Auditorium, remove sign-in paperwork from the bulletin boards to turn in to the Volunteer Coordinator, and then lock the usher coat room doors. Remember: door blocks for usher coat rooms go inside the doors, not upstairs.

Always leave 4 wooden blocks on the main floor HL doors for building services workers to use.

MEZZANINE MANAGER ADDITIONAL RESPONSIBILITIES

Obtain any accessible seating info from the House Manager. Confirm that the accessible seating area is properly configured; if not, please ask SOD or other Auditorium staff for assistance. Volunteers should not move any chairs or equipment.

Unlock doors:

Doors on House Left and House Right on level 4; both those leading from the elevators/stairway to the Auditorium lounges and those leading from the lounges to the Auditorium.

Turn on lights in hallways and rest rooms. Make sure to include the atrium lounge, the other lounge areas, hallways, level 3 and 4 inside the Auditorium and the elevator outside the Auditorium as well.

Place door blocks--include those in lower level (wings):

- wing doors (2)
- interior doors (4)
- exterior doors (4)

Put out programs on each side, the center and the wings.

If a MZ manager and assistant are assigned to the area, one manager should remain near the middle of the Mezzanine and the other can walk the area.

When seating in the Mezzanine, one manager needs to remain near the center stairs to direct patrons who walk up.

Make sure wing doors are closed during performances.

Be aware of V.I.P. seating on HR (Chancellor's box) and assign an usher to that area when that section is used for that purpose.

Leave blocks on the book shelf on the left side of house.

After the performance, instruct ushers to assist with main floor clean-up as necessary when duties in the MZ have been satisfactorily completed.

Lock all doors.

BALCONY MANAGER ADDITIONAL RESPONSIBILITIES

Unlock doors:

Doors on House Left and House Right on level 5; both those leading from the elevators/stairway to the Auditorium lounges and those leading from the lounges to the Auditorium.

Turn on lights in hallways and rest rooms. Make sure to include the lounge areas and the elevators outside the Auditorium as well. Include lights going toward the center tower.

Place door blocks:

- wing doors (2)
- interior doors (4)
- exterior doors (4)

Put out programs, half on each side. Give some to ushers placed in the wings.

Leave blocks on the book shelf on the left side of house.

After the performance, instruct ushers to assist with main floor clean-up as necessary when duties in the BAL have been satisfactorily completed.

Lock all doors.

COAT ROOM MANAGER ADDITIONAL RESPONSIBILITIES

Meet with House Manager--pick up keys, house seats, sign in/out sheets, radio, direction usher radios, and clipboard or notebook. Make sure you have Nursing Tickets in your binder. The Coat Check Manager is responsible for disbursement of House Seats and Nursing Tickets to Managers.

Unlock the usher coat rooms, the inner doors to the Auditorium on House Left and the far right outside doors for ushers to enter. Post the Usher Sign In/Out sheets on the bulletin boards.

Turn on the light on the Seat Arm Board, plug in the weather sentry, make sure the CD chimes are ready and that hangers are tagged and ready to be used. Place the counter across the entrance to the Coat Room and put out the sign. Tag and distribute coat hangers if needed.

Turn on sound and TV.

Check to see how many wheelchairs are in the coat room. Be prepared to have some transported down near the teardrop by directions ushers if needed.

Make coffee for usher break area (*this decision will be made on an event by event basis, during the pre-show meeting*). Additional instructions for this are located in the break room.

Make a note of the seat locations (floor, row and seat number) of patrons who inform you that they may get emergency messages. When a call comes in for a patron who has left this information, make sure the message is delivered to them as quickly as possible.

If a call comes in for someone who has not left location information, obtain the level, row and seat number from the caller. If they cannot provide this, ask for the patron's name, and any other name under which the tickets might have been purchased. Also, get a number to call back in case we need to reach them again. Get in touch with the Ticket Office and see if they can locate the patron for you. If you can get the correct location, make sure that a message is delivered to the patron as soon as possible that indicates that they need to come to the Coat Room.

Direct patrons to the Ticket Office if they come seeking use of the Personal Amplified Listeners (PALs).

Make sure that the battery is working in the timer for the chimes. Set the timer to start the CD at 7 minutes before curtain. The chimes will automatically continue until one minute before curtain. Sound levels should be set...only adjust them as necessary.

One usher or manager must remain in the coat check at all times for messages, emergencies, phone calls, weather radio, etc.

Answer the phone in the coat room. This is the 206-6150 (administrative offices) line. Please answer with "Sangamon Auditorium, how may I help you?" If you are unable to answer a caller's question, please take a message. The Ticket Office phone gets log-jammed shortly before a performance; try to avoid sending the caller to the Ticket Office if you can, especially since they might have already tried to call there.

During the show:

Count the ticket stubs that will be turned in by each floor manager approximately 10-15 minutes after the performance starts. It is not necessary to separate stubs by floor...we just need a total event drop count. Put stubs in a Ziploc bag, along with a note indicating the event title, date, and drop count and take this to the Auditorium office after the event. Also log this information in the Stub Count binder located on the desk.

Be sure any emergency messages are delivered to the appropriate floor Manager.

During intermission: (usually 20 minutes):

The House Manager will alert the campus at the start of intermission. If the House Manager does not alert the campus, start the timer as soon as you see that intermission has started. Begin the chime sequence seven (7) minutes before end of intermission. When through, shut off the CD player.

After the show:

Direct patrons to form two lines according to ticket color, between columns in front of coat check. This will speed up the checking out process. Use velvet ropes to help divide lines if necessary.

Check out coats and hats. Return beepers and cellular phones to patrons.

Retrieve any PAL units that were checked out and return the patron's identification (Ticket Office staff would have brought you any patron identification shortly after intermission, when they leave). Mark clearly any PAL unit that is not working properly. Bring PAL units up to the conference table at the end of the shift. Staff members will take care of them from there.

Put away coat check signs, cough drop dispenser, unplug the weather sentry etc.

Take any lost and found items to the conference room table in the Auditorium office.

Turn in any unused House Seat tickets to Auditorium office.

General Information:

For Campus Police call 6-7777 or you may call emergency services at 911.

From an outside line, the general university phone number is 206-6600. From the coat room phone, you just need to dial 0.

The Ticket Office closes after intermission. The Ticket Office phone number is 206-6160.

When the phone rings, answer it promptly--within 2 rings. Say "Sangamon Auditorium, may I help you?" and gather the necessary information. In an emergency, get the:

- 1 - name of caller
- 2 - whom they are calling
- 3 - their seat number, level, row
- 4 - party they are with (any name the tickets may have been purchased under)

At no time will calls be transferred backstage during a performance!

Verify that the first aid kit is available and stocked. Make a note of any missing items on the End of Show report.

STUDIO THEATRE MANAGER RESPONSIBILITIES

Please arrive in PAC 397 at least one hour prior to curtain time. Gather all necessary supplies – radio, earpiece, binder, flashlight, keys, usher sign-in/out sheets, and event checklists to be distributed to ushers.

You will have a brief event meeting with the SOD and Volunteer Coordinator and assistant ST manager (if assigned). A radio check will be conducted at the end of the meeting – keep radio on channel 1 at all times unless instructed otherwise.

Immediately following this meeting, please proceed to level 2 and unlock the far right door on HL and also the usher coat room doors to allow ushers to enter/sign-in/prepare for event. Please be aware that there is a much shorter time period between call time and curtain time for ST events, so ushers may have already arrived and be waiting!

The pre-show usher meeting should be held in the HL entrance area just outside of the usher coat rooms, in between the inner and outer set of wooden Auditorium doors. This will allow any late arriving ushers to still hear the information and the coat room doors can then be locked at the conclusion of the meeting.

Announce the following information at the usher meeting:

- Review Event Checklist
- Make any announcements
- Answer any questions
- Assign the ushers to needed positions within the ST
- Review Emergency Procedures

When the meeting is complete and everyone heads to Level 1, it should be very close to House Open time, so make sure that all ushers are immediately in place and ready to assist patrons.

Check doors (unlock as necessary), lights, restrooms, and confirm with SOD that the theatre is ready for patrons. Have programs available.

If using clickers, record the event drop count on your end of show report. If taking tickets, place stubs in plastic bag (located in pencil pouch in binder) with a note indicating the event title/count/date and turn this in to the Volunteer Coordinator following the event.

During intermission, be available in the foyer or lobby area to answer questions or assist patrons as needed.

After the show, direct ushers to do a quick clean sweep of the theatre for lost and found items, to pick up light debris, and to note any items which may need repair or maintenance.

Close/lock doors and turn off lights as needed.

Proceed to level 2 and unlock the usher coat rooms for ushers to sign-out.

After all ushers have signed out and left, lock the coat rooms. Return to the PAC 397 conference room to turn in keys, nametag, flashlight, binder, radio and ear piece. Make sure that the radio is turned off and

properly placed in the cradle to recharge. Return the ear piece to its individual plastic storage bag in the 2-drawer bin inside the radio cabinet. This will help keep them untangled and functioning properly!
Complete your End of Show report and make sure all lost & found items are clearly marked and left in the conference room.