

# Duties of House and Box Office Crew

## General Notes:

### Attire-

- Black and White
- No flip flops
- No spaghetti straps or clothes that show skin inappropriately.
- Please be conscientious of what you are wearing. You are the first thing that the audience sees before the show; please dress appropriately and look professional.

### Call Time:

- Call time is an hour and a half before any show. Example: If a show is at 6 then the call is 4:30. There may be exceptions made, but it depends on the House Manager.

### House Manager:

- Make the house speech.
- Carry a walkie talkie in order to communicate with the stage manager about the house/show (when to close house, when to open house to latecomers, etc.).
- MUST stay outside of the theatre during the performance in order to look after money, the door, or any other important issues that could occur.
- The House Manager may ONLY open the door for a latecomer when it is an appropriate time in the show for the door to be open. It would be preferable if the House Manager could let the stage manager know to contact the House Manager when it would be appropriate to open the door.
- DO NOT allow ANYONE to open the door themselves. ONLY the House Manager or a skilled usher is allowed to open the door to anyone while a show is going on. When the door is opened, it must be opened as slightly and quickly as possible.
- Keep a log of crew attendance. Turn that in with your crew and self evaluations.

### Ushers:

- Clean the theatre space thoroughly before a show.
- Set up Patron seats (sign and cushion) if need be.
- At least one usher must stay outside of the theatre with the House Manager.
- At least two ushers must stay inside the theatre in order to seat people. If there are two or more ushers inside the theatre, there should be at least one usher in each vaum.
- The ushers must stand at the back of the vaum unless they are seating people. Please stay out of the way of the actors.
- When latecomers are being seated, the ushers must walk them ALL THE WAY to their seats. Please choose the closest seats available. If another usher needs to

seat them across the way, make contact with the usher in the other vaum and he may seat the latecomers.

- In the event that the show is sold out, there should be chairs placed right up against the seating banks for the audience to sit in.
- Ushers may tell people that there is to be no food or drinks in the theatre, as well as no photography unless they have gotten permission from an authority figure.
- Ushers are NOT allowed to eat, drink, or talk on their cell phones while on duty.
- Help fold, staple and stuff programs if need be.
- Set up barricades with CAST AND CREW ONLY signs.
- Set up the ticket table.
- Handle any audience problems with calmness and tact. Do not get into any arguments. Call a faculty person if assistance is needed.
- Stay in the lobby areas. Your House Manager must know where you are at all times.
- Greet Patrons and other audience members warmly.
- Tear ticket stubs; give back the larger portion and keep the smaller portion for stub counting.
- At the end of the show, stand by the exits until everyone is gone and say goodbye to the audience.
- Clean the house and collect any personal items that may have been left.
- Ushers may not leave until the House Manager has told them that everything is clean and it is okay to go.

#### Box Office:

- Get the till from the faculty before curtain.
- Checks should be made out to HSPVA.
- Inventory the cash.
- Fill out the nightly report.
- Return the till to the faculty.
- If it is a “Pay what you will” show, keep a jar for donations.