

# Front of House

## Physical Set Up of Front of House

*This set up should be in place by 6pm before the show or 1½ hours before the show if possible.*

Use the podiums stored in the area outside the men's washrooms to create a counter for ticket sales.

There is a lamp in storage upstairs to place on the counter beside the wall. You will need a short extension cord for the lamp. There is one plug on the wall at the back of the ticket booth area.

## Washrooms

Before each show, check to be sure there is toilet paper, paper towel and empty garbage containers in the washrooms. Supplies can be found in the storage cupboard in the women's washroom.

## Selling Tickets

Use a cash box for selling tickets- Treasurer may have a cash box. Be sure to have a substantial float for each night. All monies except the float must be handed over to the Treasurer as soon as possible. Do not leave in the theatre over night. We are not expecting records regarding how many adult, senior or student tickets are sold. Please be aware of any specially priced events. Keep one half of the ticket for attendance figures. *Please put the cash box in the props room upstairs if you plan to watch the show and also when you leave.*

Display complimentary tickets and reserved tickets on your counter so that you can quickly serve those customers. Use a paperclip and sticky note for each of these tickets. Be sure to look to see if the tickets are marked "paid" or "not paid" on the note.

## Programs

You are responsible for handing out programs. Usually one person can sell and tear tickets while the second person checks ticket stubs and hands out programs.

At the end of the show, collect unwanted programs for reuse at the next performance.

## Front of House Manners

Smile! When you are asked how much tickets cost, just say \$20 for adults, \$15 for students and seniors. Regardless how old you think someone might be, never question whether someone is a senior or not.

You may tell people to enjoy the show, but never ask if they enjoyed the show. Do not take pictures during the play. Escort, if possible, anyone who looks like they need assistance getting to their seat.

## Refreshments

Refreshments are downstairs in the storage area marked Mercury Players to the left of the stairs (as you are coming down) and in the refrigerator. Thursday, Friday & Saturday - coolers (if being used) can stay by Front of House.

**Drinks & Snacks \$2**  
**Water \$1**