

# EVERGREEN PRODUCTIONS, INC.

## Job Description for HOUSE MANAGER

The House Manager is expected to be onsite for every performance with an audience (excluding Family Night) and reports to the Stage Manager. Responsibilities include front of house, ushers, intermission. The House Manager is Customer Service for Evergreen.

### Front of House:

- How many tickets are pre-sold? Share info with Stage Manager.
- Any wheelchair or handicapped audience members?
- 5 minutes prior to curtain time: How many tickets are uncalled for?
- Where are the seats of the uncalled ticket holders?
- May have to sit latecomers elsewhere until Intermission,
- Verify box office is open 1 hour prior to curtain
- Verify will call tickets are available after curtain goes up (and if box office is open for 15 minutes after curtain)
- Handle seating situations as they arise
- We are allowed to add 6 seats - minus any wheelchairs for a given show – but these seats must be joined together (literally taped) and placed 2 feet behind section 400 top row.
- Additional seats should not be added without the approval of the House Manager prior to show – need to be sure to have these seats available as a possible solution for ticket mix-up or to seat a very special guest.
- Duplicate tickets: If they are truly a duplicate ticket, save both sets of tickets to turn into the Stage Manager.
- Health concerns
  - a. If there is something out of the ordinary a sign will be posted and patrons can be told that the approval was given to use, or do this
  - b. Do not hesitate to call 911
- Know and teach ushers
  - a. Where the restrooms are
  - b. Where the emergency exits are
  - c. The theater's capacity and never over seat
  - d. Seating layout
  - e. How many intermissions
  - f. How long is intermission
  - g. How long is the play
  - h. No food or drink allowed in theater
  - i. Coffee is decaffeinated
  - j. If there is a sponsor for a particular performance, confirm when they are in attendance and any special instructions regarding the sponsor
  - k. Special raffle or sales item – general information
- Greet patrons with a friendly smile
- As audience departs, thank the patrons for coming
- After the show, pick up all trash and programs left in the theatre

### Ushers:

- Review Usher job description, schedule, train and direct ushers
- Obtain additional names, as needed, from the Volunteer Coordinator

### Intermission:

- Purchase supplies as needed for intermission, is a treat/food link to the show planned, plus coffee or cider napkins, cream, sugar, stir sticks, hot and cold cups
- Candy (see Seroogy's information on next page),
- Set up/take down pictures and intermission refreshment tables, table cloths, serving supplies (kept in the Green Room area)
- Set up table for raffle or special sales, etc. (these will be staffed independently of ushers)
- Make pot of coffee for intermission
- Pour juice or water (refrigerator in green room) and coffee
- Assign ushers to assist at intermission
- If there are TWO intermissions, at second intermission assign usher to stand at doors and remind patrons this is only a five minute intermission.
- Ring bell when Stage manager signals you

- Keep financial records of incoming monies and expenses arrange to get money to Evergreen Treasurer

**Parking Signs:**

- Handicap parking signs are stored just inside the Webb Theatre.
- In front of building, where there are no parking signs, place handicap parking signs for patrons as needed.

**Refreshment information:**

- (Work with Evergreen Board or Production Coordinator)

**Special Events:**

- At times there will be a special gathering in the Green Room, Evergreen Board will work with House Manager on details of any such events

**Attend Post-production meeting:**

Provide observations of what worked and what could be improved.