



**WABENO AREA PLAYERS
HOUSE MANAGER'S
HANDBOOK**

Approval: September 19, 2016

HOUSE MANAGER'S DUTIES

The House Manager attends all performances of the production they have chosen. **Your primary responsibility is to ensure the safety and security of our patrons.**

The House Manager is expected to always be professional. Remember that you are representing the Wabeno Area Players and presenting the image of a semi-professional producing organization.

You will work hand-in-hand with production staff to set up the audience space. You help secure volunteers for bartending, ushers and in-house ticket sales. You will schedule volunteers and insure they are trained for the current production.

Report to the venue when requested: unlock doors, turn on lights, check lobby display, communicate with Box Office/Ticket Manager, Stage Manager, and bar manager, brief ushers, greet patrons and intercede in the event of any emergency situation.

Make sure that public areas are appropriately lighted, safe and have clear walkways.

Turn on all lobby lighting and ensure that all lobby doors are unlocked.

Check the performance venue and bathrooms to make certain they are clean and presentable.

Pick up and dispose of litter.

Notify appropriate facility representatives immediately of any building problems like backed up plumbing.

Make sure that there are no spills on the floor that could cause an accident.

Monitor temperature in theatre. If too cold or too warm, notify Facilities Representatives and remind inform the Stage Manager to report issues to the production manager.

Supervise volunteer ushers.

Stay after performances to police the space, supervise clean up by ushers, and lock up lobby doors and turn off lobby lights.

During performance, the House Manager must attend to the lobby and any lobby displays while being aware of and checking on the progress of the play and the patrons.

Prevent latecomers from disrupting the performance by seating them at appropriate intervals as specified by the Stage Manager.

Help those who must leave during performance to be reseated in a quiet way or request that they wait until intermission, if stipulated by Stage Manager.

Use flashlights to assist patrons in a dark performance venue.

Three minutes before intermission is over, signal patrons to return to their seats by flashing the lighting. You may need to make an announcement at restrooms doors and in smoking areas that they play is about to resume.

Become familiar with the production by watching at least one dress rehearsal so that you can anticipate when you can seat latecomers or assist patrons in a way that will not distract from the production in progress. Be

aware that performers often use aisles for entrances. You are responsible for keeping patrons out of the way of performers who are exiting, entering or doing stage business in the audience.

Keep lobby as quiet as possible, take those who need to talk to an area where they will not disturb the performance.

Ask those in the theatre who are disturbing the performance with inappropriate comments, drunken or bad behavior to leave. If a patron becomes disruptive or verbally or physically abusive, call 911 and request the assistance from other volunteers.

Prevent those with babies from entering the theatre if the director has specified, “no babes in arms” or “no children”.

In the event of a sudden illness of a patron, notify the Stage Manager of need to stop the play and then assist the patron with appropriate first aid. Call 911, if needed, as soon as possible.

Deal with audience problems that the Stage Manager calls to your attention during the performance.

Respectfully request that patrons stop filming or taking photos. Discourage the use of mobile devices for phone calls or texting.

Tally ticket sales and keep an inventory of program supply.

When requested by the Director or Production Manager, make curtain speech. This should be done in a clear, pleasant, and loud voice. The content of the curtain speech should be provided.

Deal with unhappy customers in a cordial and professional manner. Channel their complaints or concerns to the Production Manager or Board Members.

If you need further instruction or have questions please see the WAP President or designated board member for clarification

Emergency Procedures

Fire Alarm:

1. Call 911.
2. Have the ushers facilitate the orderly evacuation of the performance venue and building. In the event of a fire please decide with the productions staff and building representative the best area to congregate. Don't allow them close to the building.
4. Stage management will evacuate the cast and crew. The cast and crew designated assembly point will be decided by production staff.
5. Be prepared to meet emergency personnel and update them on the situation.

Medical Emergency:

1. Administer first aid, as required.
2. Call 911, if necessary, to have an ambulance dispatched.
3. Collect information to complete an Accident Report.

Security Emergency:

1. Attempt to address the situation, if appropriate.
2. If necessary, call 911.
3. Be prepared to meet Emergency Personnel and update them on the situation.