**HOUSE MANAGER’S DUTIES**

The House Manager attends all public performances and student matinees of the Theatre Arts Department‘s season. **Your primary responsibility is to ensure the safety and security of our theatre patrons.**

The House Manager is expected to dress in a polished and professional manner. Remember that you are representing the Theatre Department and presenting the image of a professional producing organization. Do not wear distracting or noisy jewelry, clothing that is difficult to move in, shoes with hard soles that make noise when you walk, or bright colors. If you are required to seat latecomers we do not want your outfit upstaging the performance.

Report one hour prior to curtain to: unlock doors, turn on lights, check lobby display, communicate with Box Office Manager, Stage Manager, and NPHS representatives for concessions., 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 auditorium and bathrooms to make certain they are clean and presentable. Pick up and dispose of litter. Notify Facilities Management 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 Management and remind inform the Stage Manager to list problems on the performance report.

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 theatre.

Three minutes before intermission is over, signal patrons to return to their seats by flashing the lobby 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 play 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 play in progress. Be aware that actors often use aisles for entrances. You are responsible for keeping patrons out of the way of actors 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, notify staff.

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 the Director and 911, if needed, as soon as possible.

Deal with audience problems that 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 stubs and keep inventory of program supply.

When requested by Director, 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 Director.

**Emergency Procedures:**

Fire Alarm:

1. Call Director and call 911.
2. Have the ushers facilitate the orderly evacuation of the auditorium and building. Have them escort all of the patrons through the backstage doors and out in front of the field house.
3. Stage management will evacuate the cast and crew. The cast and crew designated assembly point is in front of the field house with the patron members.
4. Be prepared to meet with the Staff and Director and update them on the situation.

Medical Emergency:

1. Administer first aid, as required.
2. Call 911 and Director, if necessary, to have an ambulance dispatched.
3. Collect information to give to Director to complete a Visitor/Student Accident Report.

Security Emergency:

Attempt to address the situation, if appropriate. Grab Director for addressing.
If necessary, call 911 upon prompting of the Director.

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