



## PATRON HOSPITALITY CONCESSIONS VOLUNTEER CHECKLIST

\* Please wear black pants or skirt, a white or black shirt (or SLO REP polo/T-shirt), and closed-toe shoes. All volunteers must wear a SLO REP apron or vest, provided by the Theatre (unless wearing polo/T-shirt). Volunteers need to arrive by the scheduled start time. If you are running more than 5 minutes late, call or text the house manager. \*

### BEFORE THE LOBBY IS OPEN

#### CHECK IN WITH HOUSE MANAGER UPON ARRIVAL

Once H.M. has given the ok, go back to kitchen to start setting up concessions stand:

- One gray plastic bin with still and sparkling waters and sodas, topped with light ice;
- White bowl with ice and ice tongs;
- 1 bar towel;
- Donation jar and plastic stand;
- Coffee cups & Soda cups
- Platter of Cowboy Cookies (all available flavors)
- Tray with chocolate bars
- iPad with stand (from H.M.)
- Merchandise pricing sign
- **Count starting cash** in concessions drawer (should be \$150) and initial sheet
- Put tablecloths and candles on back patio (clip tablecloths under the tables so they don't blow away)

Meet with H.M. & Stage Manager in lobby 5 minutes before opening lobby to check run times of show and any specific instructions

### WHILE LOBBY IS OPEN (1 hour before show starts)

Stay stationed at the concessions stand, selling items through the iPad

Clean up any spills in the lobby as they happen

When H.M. asks, **set out "Closed" sign and stop all sales**

*Please **DO NOT** walk into the theatre or stand by the theatre doors to "check out" if people are in their seats – stay at your post at the concession stand unless otherwise instructed by the H.M.*

### DURING ACT I

Stay stationed at concessions stand **until H.M. releases you to set up for intermission**

Replenish concessions supplies (beverages, chocolate, cookies, etc.) as needed; Empty any trash in lobby that is more than half full

**Stay clear of the lobby & theatre doors while show is running** – actors may have fast entrances/exits through lobby

### DURING INTERMISSION

Stay at concessions stand selling items

**DO NOT** walk into the theatre or stand by the theatre doors to "check out" if people are in their seats – **stay at your post unless otherwise instructed by the H.M.**

### DURING ACT II

**CASH REPORTING:** Count cash from ALL tip jars (including from bar) & record on sales slip (set aside \$4 of "seed money" & exclude from total); Count/set aside \$150 from concessions drawer & sign sheet with H.M.; Count remaining cash & fill out/sign cash report slip (Tip Jars + Concession Sales = Total Cash); Begin concessions cleanup once H.M. verifies all cash

Place signs, cups, napkins, & iPod stand in black cabinet; Take all other concessions stand items to kitchen; Put all items back *exactly* where you found them; Dry beverages before putting them back in fridge; Restock refrigerators from shelves in kitchen if necessary; Dump ice in sink; **Wash/dry/put away any dishes**; Wipe counters in lobby; Bring in patio tablecloths & candles; Empty trash by concessions stand

Leave vests/aprons in kitchen, Collect all personal items, **Return any keys to H.M.**

**CHECK OUT WITH H.M. BEFORE LEAVING THE THEATRE**