



PATRON HOSPITALITY FRONT DOOR 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. *

PLEASE CHECK IN WITH HOUSE MANAGER (HM) UPON ARRIVAL

BEFORE THE LOBBY IS OPEN

Please assist HM and other volunteers with the following tasks:

- Brew coffee: 1 filter, 1 scoop of grounds, 1 full pot or pitcher of water. *Decaf gets brewed into orange-handled pot.*
- Set up coffee bar in lobby with full condiment tray.
- Check all restrooms for cleanliness and replenish supplies
- Transfer brewed coffee to pump carafes. Take carafes out to coffee bar.
- Sweep and spot mop lobby (as needed). Empty any trashcans that are more than half full, set up or check tablecloths.
- Make sure front door table is stocked with programs.

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

WHILE LOBBY IS OPEN (1 hour before show starts)

Please remain stationed at the front door to greet patrons and check their tickets. **We appreciate your cheerfulness and enthusiasm when welcoming our guests to the theatre.** Please see below for a sample greeting script and some answers to frequently asked questions.

PLEASE NOTE:

- For our current show (*The Complete Works of William Shakespeare [abridged]*), we are using a printed patron manifest, not ticket scanners.
- All tickets are held at will-call and patrons will pick them up at the box office before presenting them to you at the door. A few patrons may have e-tickets and you may accept those as well. Please don't send patrons to the box office for will-call if they have e-tickets in hand or on their phone.
- Check tickets for patron's name. Cross reference with patron manifest and place a check mark next to their names on your list.
- Tell patrons to keep their tickets so they can note their seat assignment when entering the theatre.

SAMPLE SCRIPT

Please use this as a reference, but feel free to put it in your own words. The most important thing is to smile and sincerely welcome everyone back to live theatre at SLO REP!

Welcome back to live theatre! May I see your tickets please? Thank you! Please hang on to your tickets so that you can reference them for seating. The theatre will be open for seating soon. Please come on in and make yourselves comfortable in the lobby. The bar is open!

Would you like a program? [hand them a program and a sticker if they wish to take one]. Enjoy the show!

If patron is wearing a facemask:

We are no longer requiring face masks, but you are welcome to wear one if that makes you more comfortable.

JUST BEFORE THE SHOW STARTS

- After the HM rings the bell, check in with the box office to compare remaining will-call tickets with your patron manifest to see how many guests have not yet arrived.
- When HM requests it, please check restrooms for any remaining patrons.
- Please stay at your post and remain alert for last minute patrons arriving just before curtain.

AFTER SHOW STARTS

- Stay near the front door to catch any latecomers **until HM releases you**
- Return patron list to HM. Refresh coffee bar as needed. Clean/stock restrooms as needed
- Stay clear of the lobby & theatre doors while show is running – actors may have fast entrances/exits through lobby

DURING INTERMISSION

- Stay stationed near front or back doors – interact with patrons, clean spills as they occur, remove empty coffee carafes; get more beverages or cookies from kitchen should bar or concessions run out;
- When H.M. asks, check restrooms for any remaining patrons
- Stay at your post unless otherwise instructed by the H.M.

DURING ACT II

- After theatre doors are closed, begin clean-up of coffee bar, lobby, and restrooms
- Take all coffee bar items to kitchen, put all items back where you found them; dump & rinse carafes – leave open on the counter to dry; refill coffee condiment baskets
- Clean & re-stock restrooms; empty trash as needed
- Leave vests/aprons in kitchen, collect all personal items
- Return any keys to HM
- **CHECK OUT WITH HM BEFORE LEAVING THE THEATRE**

Thank you for volunteering your time at SLO REP! If you have any questions or concerns, please contact Allison Rajcevic at volunteer@slopep.org.

FREQUENTLY ASKED QUESTIONS:

What is the next show?

We are being cautious and taking it one show at a time right now. We have a few dates and shows penciled in on our calendar and we will be releasing that information soon. We'll let you know!

When can we buy season tickets?

We are not currently offering season tickets right now. We are being cautious and taking it one show at a time. We may offer a mini-season of shows this winter and we'll let you know. If you're not on our mailing list, you can sign up in the lobby.

Do we have to wear masks?

We are following State of California and CDC guidelines and we are NOT requiring face masks for vaccinated individuals in the theatre or lobby at this time. We recommend face masks for patrons who are NOT vaccinated, but we are not checking anyone's status at the door. All staff and volunteers are vaccinated and healthy. We rely on our patrons' good will and good sense to help ALL of us remain healthy and to keep the theatre open.

Any other questions? Refer patrons to the House Manager.