

BEFORE SHOW	CONCESSION PRACTICE
check bathrooms, handicapped seating needs	Assist house manager in setting up
get name tags, sign-in board done	arrange drink choices diagonally on each side of counter
programs/bell/basket in place and ready (if there are paper programs)	red wine open/white wine closed
make sure house is clean and ready	coffees and cups on main concession counter, tea/creamer/sugar on side table
prepare concession area - see column B	napkins on counter and side table
get iPods, enter event name, prepare for scanning, set up stanchions	snacks and cookies on counter - each type of cookie on separate plates
keep an eye on patron lines - direct will-calls to box office	
at outside door, greet patrons and check ID's as instructed by House Manager	
5 MINUTES BEFORE ACT ONE	CLEAN HANDS REGULARLY
remind patrons no food or open containers in theater - must be masked	
door ushers sit AL (audience left) concessions AR (audience right)	OTHER IMPORTANT DETAILS
take bathroom break if you need it - turn iPods in to HM	Do not park in the theater parking lot - we don't have enough spaces - use street parking
make sure bathrooms empty, close curtain, hall light off	Wear black and white - your choice of combo - comfortable, presentable clothing is fine
ring bell - or house manager will do this	If you do not have a name tag, tell me or your house manager and we'll get you one
close doors, close curtain	If you cannot work on your assigned shift, alert HM immediately
INTERMISSION	If you have an emergency, contact your house manager immediately
concession ushers exit, open curtain, hold door open with stanchion	If you will be more than five minutes late, text or call your house manager
door ushers join others at concessions	
watch when patrons re-enter - make sure they have masks on	
POST SHOW	
close doors, close curtain	
Pick up discarded items in theater and lobby	
Share any issues that need addressing with house manager	
Walk each other to cars	