

# Music Boosters House Manager Checklist



This document provides a general outline for music department performances in the PAC. *Each house manager will work closely with the director/conductor of the performing ensemble to customize these recommendations so that the performance runs smoothly.*

## **Arrive at Least 1 hour Prior to the Concert:**

1. Check in with Trent Wadsworth (PAC Manager) and obtain the house manager's key from him.
  - a. This key opens the box office, bathrooms and auditorium doors.
  - b. **Keep this key with you at all times! Do not loan out to anyone for any reason!**
2. Bring the house manager manual from the box office cupboard to the house manager stand at the main floor doors.
  - a. Manual contains a copy of this check list, emergency numbers, as well as stage booster information.
  - b. Gather usher nametags from the book. Assemble new ones as necessary. Supplies are in the pocket of the manual.
3. Doors to the outside parking lots unlock and lock automatically. You will not need to do anything with these.
4. Check general house appearance and accessibility
  - a. Inspect the auditorium and throw out any trash if needed.
  - b. Set out usher instructions and nametags at the house manager stand
  - c. Ensure the bathrooms are open and accessible
5. Familiarize yourself with the location of the defibrillator: in the main hallway of the school across from the athletic office. Go out of the auditorium into the main hallway of the school and turn left. It will be on the wall in a red box.
6. Check in with the director/conductor of the concert.
  - a. Check for any special instructions for tonight's performance.
  - b. Locate programs for distribution; store near house manager's stand

## **35-45 Minutes Before Concert:**

1. Meet ushers
  - a. Provide usher badges
  - b. Provide the following information:
    - i. Length of show
    - ii. Expected crowd
    - iii. Number of intermissions (if applicable) and length
2. Train any new ushers regarding appropriate, polite concert behavior (for patrons)

3. Remind all ushers: NO FOOD IN AUDITORIUM (including candy); only water in lobby
4. Make usher assignments:
  - a. 2 at main house doors
  - b. 1 at each balcony being used
  - c. Occasionally for special events with a larger crowd, we add student ushers at the additional entrances (Bagley parking lot, HS main hallway)
5. Check with Conductor/PAC Director regarding what time to open the house.
  - a. At this time, determine his/her preference about using balconies.
  - b. Be understanding yet clear with all patrons that the Conductor/PAC Director determines balcony usage.

### **When Conductor AND Trent Instruct you to Open the House:**

1. **BE CERTAIN TO CHECK WITH TRENT!** (He is often fixing last minute requests and setting up microphones, etc.).
2. Unlock the main house doors first.
  - a. Both door sets (internal and external) should be propped open.
  - b. Ensure that wood wedges are as inconspicuous as possible so people don't trip.
3. Welcome any patrons with disabilities with care for their seating and comfort.
  - a. Seating is available at the aisles, particularly House back left.
  - b. Additional (and more comfortable) seating is available in the balconies.
4. Open the balcony doors upon Conductor/PAC Director instruction only.
  - a. At the time that the first balcony is opened, advise those waiting in the lobby that the balcony is available.

### **Key Rules for Safety of Performers and Patrons:**

1. Please enforce the "No Public Backstage" rule. No visitors backstage or in green room until after the show.
2. Watch young children on the spiral staircase. No climbing!

### **5-10 Minutes Before Performance:**

1. Check House capacity; consider opening balconies when main house is full.
2. Ensure appropriate numbers of programs are available; begin to ration when supply is <50.

### **At First Applause for Concert Master/Conductor:**

1. QUIETLY close all doors to the house, clicking the floor lock on one of each of the double doors.

### **After Performance Begins:**

1. Assist late comers with seating (see POLITE BEHAVIOR, below)

2. Monitor the lobby
3. Check that all doors to the lobby from house are closed.
4. **You must stay in the lobby; be alert for individuals who need assistance or any unexpected events.**

### **After Concert:**

1. Direct audience to the end of the art gallery and out the doors if they wish to greet performers.
2. Have ushers pick up programs and any lost & found items.
3. Obtain badges from ushers.
4. Ensure all patrons have departed the house.
5. Check with Trent before locking PAC house and balcony doors.
6. Please wait until most audience members are gone before you leave.
7. Put usher book and usher badges back in the ticket office.
8. **TURN IN HOUSE MANAGER KEY TO TRENT!!**



### **POLITE BEHAVIOR:**

1. **HEADLIGHTS LEFT ON:** If someone has their lights on, write a note and deliver backstage to one of the conductors/directors.
2. **LATE ARRIVALS:** Greet patrons as they enter and let them know the concert has started and that they must wait in the back. Wait until applause to take to their seats. If there are plenty of seats in the back of the house, seat them in these seats and let them know they can move to different seats during applause.
3. **LOBBY NOISE:** Noise in the lobby must be kept to a minimum, including performers. Please ask any patrons using a cell phone to keep their voices to a minimum or step outside.
4. **LOST AND FOUND:** Any items found and turned in during and after a performance will be placed in the ticket booth/box office. Mark each item with a sticky note of date item was found.