

HOUSE MANAGER

6:15pm (1:15 pm) Arrival time

- Meet with Board Member on Duty (BOD) and determine if Banquet chairs need to be set out. Banquet chairs are stored in the easy access restroom supply closet.
- Obtain the ticket scanner tablet from BOD and PLUG IT IN to charge.**
- Help concession set up as needed
- Place ticket podium in front of house curtains Make sure curtains are closed
- Meet stage manager and discuss how communication for house open, start of show, post intermission will be handled.

6:30pm (1:30pm)

- Review seating chart with ushers. Do not assume they know the chart
- Check program supplies and get more from BOD if necessary.
- After the ticket scanner is charged, start the tablet by pressing the button on the right side. If you are prompted for a pin, it is 1912
- You'll notice a green icon near the bottom of the screen called "Ludus Access Control". Tap on that. Once it opens up, select today's show from the list near the top.

7:00 pm - 7:30 pm (2:00-2:30 pm) House opens

- Check with stage manager before opening the house

Scanning Tickets

- As patrons enter the house, scan their tickets with the tablet's camera. This will work with tickets they printed at home, tickets printed at the box office, or tickets on their phone. The ticket should have a barcode on it.
- If the ticket is valid for this day's performance, it will turn green. If it is invalid, it will turn red.
- If a patron does not have a ticket with a barcode, you can look up their name using the app and manually check them in.

- If you cannot find their ticket in the system, ask the patron to step aside and let the the BOD know and they will assist.
- Ask the patron if they need help getting to their seat. If they do, then ask an usher to help.
- If the line builds up, ask the BOD or an extra usher to help take/count tickets.
- If there are seating conflicts, check date on tickets, check section on tickets o If there are duplicate seating assignments refer the problem to the BOD
- Communicate with Box Office and Stage Manager when lobby is ready to start show. If we have a long line at the ticketing window or waiting to be seated, communicate to stage manager a need to hold the house.
- If there are stragglers in the lobby or outside it is ok to inform them that the show will be starting and it is time to take their seats.
- Close curtain, move podium to the side so it is not an obstacle when people come through curtain

During show

- Late arrivals should be seated at the back and may move down to their seats at intermission.
- Occasionally a patron can be seated during a scene change but late arrivals should not be allowed to disturb other patrons.
- Keep an eye on the curtain as patrons exit/enter and make sure it is properly closed, especially during matinees

At intermission

- Open curtains so patrons can exit easily
- Help concessions get reset if needed
- Communicate with the stage manager for restroom lines, resuming the show. A very full house may need a few extra minutes to allow restroom lines to die down.

Post show

- Open curtains so patrons can exit easily
- Help ushers pick up trash in house

Seat Map

STAGE																			
Left					Center					Right									
5	4	3	2	1	A	8	7	6	5	4	3	2	1	A	1	2	3	4	A
	5	4	3	2	B	8	7	6	5	4	3	2	1	B	1	2	3	4	B
6	5	4	3	2	C	8	7	6	5	4	3	2	1	C	1	2	3	4	C
6	5	4	3	2	D	8	7	6	5	4	3	2	1	D	1	2	3	4	D
6	5	4	3	2	E	8	7	6	5	4	3	2	1	E	1	2	3	4	E
6	5	4	3	2	F	8	7	6	5	4	3	2	1	F	1	2	3	4	F
6	5	4	3	2	G	8	7	6	5	4	3	2	1	G	1	2	3	4	G
6	5	4	3	2	H	8	7	6	5	4	3	2	1	H	1	2	3	4	H
6	5	4	3	2	I	8	7	6	5	4	3	2	1	I	1	2	3	4	I
6	5	4	3	2	J	8	7	6	5	4	3	2	1	J	1	2	3	4	J
4	3		2	1	K	6	5	4		3	2	1	K	1	2	3	4	K	

Back of Theatre