**GTG FRONT OF HOUSE/BOX OFFICE MANUAL**

**Ticket Reservations**

Box office phone number is (705)358-1425.

**To record an outgoing message for the show**:

* Call (705)358-1425
* Press \* when you hear the voicemail message
* Passcode is 6048
* Press 4 for personal options
* Press 3 for greetings
* Press 1 for personal greeting
* It will prompt you through it

**To check voicemail:**

* Call (705)358-1425
* Press \* when you hear the voicemail greeting
* Passcode is 6048

*Check it several times a day and return calls to confirm reservations.*

**Online ticket reservations** can be made through our website [www.gatewaytheatreguild.ca](http://www.gatewaytheatreguild.ca).

Online reservations will be forwarded to the FOH Manager’s email address.

*Reply to all emails or call to confirm reservations.*

**GTG Subscribers**

FOH Manager must call all GTG Subscribers to find out what night they are planning to attend and reserve their tickets. Get the up to date list of subscribers (with phone numbers) from the GTG Patrons Officer.

**Box Office Float**

Get a check from the GTG Treasurer for $300 made out to the FOH Manager. The FOH Manager will take it to the bank and cash it for the float.

*Suggested denominations for float are 2 rolls of toonies ($100) and $200 in fives.*

Repeat trips to the bank may be necessary to make change after each performance.

**FOH Set-Up**

All needed supplies are in the **Front of House Kit**.

Set up **two tables** with black tablecloths at FOH. One for box office and one for FOH display/water sales.

Put up copies of show poster and any other advisories (ex. Turn off cell phones & no photography, no intermission, mature content, smoking on stage etc.) Set up **chairs** along the perimeter of FOH area for patrons waiting for house to open.

On **Opening Night**, make sure the sign for the *Meet & Greet at Cecil’s* is up.

***Take down all signs and put away all furniture each night.***

**Ushers**

**USHERS WILL OPEN THE DOORS ONLY WHEN GIVEN THE HOUSE BY THE SM.**

**Usher will “Give the House” back to the SM at show time** (unless audience members are still buying tickets).

Two ushers are needed each night. They get into the show for free.

They must wear black and white and wear an Usher name tag.

If reservations are very high, a third usher might be needed for finding empty seats.

One Usher will take tickets. If tickets are tear-off, they keep the part that has the price on it.

If tickets are business cards and cannot be torn, they keep the entire ticket.

*All tickets must be collected* for box office balancing and for auditing purposes.

The second usher will hand out show programs. Ask people to share a program.

Ushers must have flashlights to assist people leaving the theatre.

***Latecomers will only be admitted during a scene change (or not at all).***

Ushers will open the doors for intermission. When there are five minutes remaining in intermission, the ushers will walk all the way to the washrooms to alert the audience members to return to their seats.

**Box Office Table**

* Tickets
* Sign with ticket prices
* Reservations List
* Subscribers list
* Cash box with float
* Box office reports
* Calculator
* Pens

**Ticket Sales**

* Ask if the audience member has made a reservation & cross them off the list.
* Circle or mark price of ticket on ticket itself (or write COMP or SUB)
* Take payment (cash or cheque made to: Gateway Theatre Guild) & give ticket

(subscribers have prepaid)

**Balancing Box Office**

Count out float in lowest denominations (saves from getting change) & return to cash box

Separate ticket stubs into categories (adult, student, group, subscriber, comp)

Count number of tickets in each category & record with price on piece of paper

Count box office take and compare to total from ticket count & make adjustments

Fill out Box Office Report and place in a Ziploc bag with box office take.

Keep all cash in a safe place at all times. Do not leave unattended.

**Recycle Programs**

Before end of show, place recycling box and sign asking audience to recycle their programs by exit door.