



Front-of-House Coordinator Job Description

August 2017

Volunteers to Assist

- Well before the concerts, find at least three volunteers who are not singing in the concert, and who can be available one hour before the concert.
- These three volunteers are back-up to each other, in case at the last minute one of them is unable to attend. A fourth volunteer is helpful as an usher to mind the door when the first usher is busy helping someone.
- Volunteers at concerts may purchase a ticket and sit in the auditorium during the concert, but they do NOT receive a free ticket.
- To ensure that all ticket holders have a seat, volunteers WITHOUT A TICKET will be asked to NOT sit in the auditorium during a concert.
- If, however, there are empty seats after the concert has begun, volunteers WITHOUT A TICKET may sit in those seats as long as they relinquish the seat for any late comers.

Tables Setup

- There should be two tables at the front door to keep the line flowing, that is, one for people who have tickets in hand without any exceptions, and one for those who are picking up tickets or paying for reserved tickets. Such a setup should avoid congestion at the entrance.
- These tables should be set up at each entrance to the sanctuary to collect tickets. This will avoid having people in the lobby waiting to see if there would be extra seats sold.

Miscellaneous Items

- Ask the Music Director to remind choir members that when a concert is sold out, they should not bring extra people with them hoping to get them a ticket.
- Ask the Choir Manager to design large "Sold Out" signs and post them as necessary.
- Ask the Choir Manager and Treasurer to provide the money box and float along with programs to you the day before the concert.
- Arrive a little before the "one hour before" that others have in order to check that the volunteers arrive and get set up.

Specific Directions for the Two Ticket-Taker Volunteers

- Arrive one hour before the concert, with pen and paper to make notes as needed.
- Check that there's a table and two chairs set up, or find them. (There is a crew setting up the concert who can help you if need be.)
- Get acquainted with the ushers, and decide together if programs are given out at ticket table or by the ushers.
- Receive and take care of the money box and money that the Treasurer provides until you return it.
- TEAR the tickets of those entering, returning a portion to the ticket holder. Keep the stubs in the money box for the Treasurer to use in balancing the books.
- Keep tickets if people give them to you with names on them for someone coming at a later time.
- Sell tickets, if any are available.
- There are NO REFUNDS for returned tickets. Returned tickets will be re-sold if needed and those stubs marked with a pen or highlighter.
- If the concert is sold out and people arrive without tickets, they can:
 - be asked to wait to the side to see if anyone returns tickets; or
 - be directed to a second concert, if there is one.
- "Extra seats" without tickets will not be sold, to ensure there is place for any ticket-holder that arrives late.
- Give money box, money, and stubs back to the Treasurer after the concert, with the tally on tickets re-sold.
- Help usher get people back to their seats if there is an intermission.

Specific Directions for the One or Two Ushers

- Open the doors to the audience when signalled by Lisa or choir member.
- Distribute programs and direct people to seats.
 - Pay particular attention to those who need help with canes, walkers, wheel chairs, and babies.
- Keep exits and aisles clear as safety precaution.
 - Depending on the venue, it could be safer to leave a walker near the person using it and so not block the passageway along the back of the seats.
- Most people are fine to seat themselves but may need encouragement to move out of doorways and aisles or move closer together to allow more people to be seated.
- **DO NOT** add chairs to the back, aisles, or doorways, as this goes against fire safety regulations.
- Sometimes we have younger ushers to help, arranged by the Director of Music, usually if they are performing in the concert. The adult usher will direct their activities.

* * *