

Front of House Management: Supporting the Patron Experience

From the minute a patron walks through the doors at SCR until the curtain goes down at the end of a performance, the Front of House Management team is working to ensure a smooth customer experience for everyone in attendance. Front of House is responsible for the recruitment, scheduling and training of the volunteer ushers, in addition to overseeing all aspects of the lobby including concessions, bar and the Theatre Shop, among other responsibilities.

Front of House Management is Responsible for

- Management of volunteers, including recruiting, scheduling and training
- Managing concessions, identifying stock and ordering
- Managing bar, identifying stock and ordering
- Managing Theatre Shop sales, ensuring that merchandise aligns with shows
- Managing lobby flow, including dimming lights, ringing chimes to get audience into theatre on time before the show and after intermission
- Ensuring safety to of all patrons, knowledge of emergency procedures, etc.
- Handling any special needs of patrons, including accessibility
- Focusing on guest service to ensure a pleasant experience for the patron

Jobs in Front of House Management

- House Manager
- Bartender
- Volunteer Ushers (*NOTE: this does count for high school service hours*)

How to Get Into this Field

A love of theatre and a background in customer service are good places to begin for those interested in Front of House positions. Experience and work in any area of a theatre is a good way to gain knowledge and learn more about all aspects of a theatre. Many people come to Front of House positions through other areas of theatre.

Qualities That May Help

- Good organizational skills
- Patience
- Ability to remain calm in the midst of chaos
- Problem-solving skills
- Quick-thinking skills