

Box Office Job Description

- Assist patrons with ticket reservations in a courteous and efficient manner.
- Count cash bag at start and end of shift, report any discrepancies to the Box Office Manager. Create a close out report at the end of shift.
- Take phone calls and take care of any messages regarding tickets and patron questions by the end of shift.
- Create a Rush List at the beginning of shift for sold out shows. Members (Flex or Full Season Pass holders) go to the top of the list. Patrons must be present to use tickets from rush list.
- Keep the box office station and front of house presentable.
- Be available to help house managers if needed.
- Keep the Box Office Manager informed of any pertinent information.

Bartender Job Description

- Ensure all patrons purchasing alcohol have valid ID and are 21 year of age or older
- Wipe down/clean the bar with Clorox wipes at the beginning of every shift
- Set up and stock bar at the top of shift, and mark any low inventory items in the HM log.
- Count starting inventory of each item and mark it on the Playhouse bar sales report
- Count cash bag at start and end of shift, report any discrepancies to the Box Office Manager. Create a close out report at the end of shift.

DURING THE SHOW:

- Restock any items as needed, before intermission
- Dispose of any empty bottles in the recycling bins
- Wipe down the bar with Clorox wipes

AFTER THE SHOW:

- Restock at the end of the evening based on the new bar par list
- Chill extra white wine in the PH fridge, if needed
- Put liquor bottles and red wine back in the liquor closet in the conference room
- Place plastic cups over the liquor bottle caps

House Manager Job Description

- Excellent people skills
 - Cool-headed in stressful situations
 - Detail-oriented
 - Comfortable overseeing others and responding to questions
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- HOUSE MANAGERS are the host for evenings & matinee performances. It is the House Manager's job to make sure everything with the Front of House interactions run smoothly.
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- Take care of shift set up, including the concessions, coffee, playbills, etc.
 - Guide and oversee ushers, and ensure team remains on task and shift runs smoothly.
 - Communicate with Stage Manager to keep show running on time.
 - Supervise Box Office, Ushers, and serve as a point person when issues arise.
 - Make note of any concerns throughout the evening, and log in show binder.