

Theatre People: Front of House Team

The “front of house” in a theatre is the part of the venue open to the public. It encompasses the audience experience before, during, and after the performance. Front of house staff ensure that patrons are comfortable and safe, and that things go smoothly so that the show can proceed as planned.

Depending on the theatre, staff working in front of house can include a Front of House Manager, ushers, and concession workers/bartenders. At MTC, ushers are volunteers aged 16 and up. Bartenders have to be over age 18.



Tasks and activities in a typical day

- Welcome the audience into the building
- Guide patrons
- Scan tickets
- Keep the front of house area tidy
- Ensure high quality customer service
- Sell food and drinks, balance till
- Answer patron questions
- Do inventory
- Respond to any concerns
- FOH Managers study seating maps to anticipate audience needs (are a high number of wheelchair-accessible seats booked? Are there lots of schools coming?)
- FOH Managers make sure that the right number of staff and volunteers are scheduled, and supervise them during their shifts

10 skills that a FOH worker uses:

- Communication and collaboration
- Attention to detail
- Multi-tasking
- Customer service and people skills
- Money handling
- A calm and reassuring attitude
- Ability to work in a fast-paced environment
- For bartenders, making and mixing drinks
- Problem-solving
- Technology: scanners, display boards, payment system

Building Abilities

There are probably lots of things you are already doing that FOH staff do too. Some of these are:

- Customer service experience - volunteer at school or community events
- Keep your spaces clean and organized
- Practice communicating clearly
- Practice being self-motivated, and troubleshooting - notice things that need doing and figure out the best way
- Take leadership roles on projects and teams