Front of House Manager (FOH)

1. The Front of House Manager is responsible for the welcome
2. Care and supervision of the public before, during and after performances
3. The FOH Manager represents the theatre to its audience at these times and their prime responsibility is to ensure their comfort, enjoyment and safety
4. To brief and organise all FOH staff, including Stewards, Box Office and Catering Staff
5. Responsible for the care and safety of all members of the public, theatre company and FOH Staff during performance
6. To be responsible for and co-ordinate the safe evacuation of all members of the public/theatre staff in the event of an emergency – knowledge of the appropriate emergency procedures for each of the venues at which the company perform/familiar with appropriate fire alarm system
7. Ensure security of performance area, including switching on/off lights in foyer and auditoriums
8. To pay attention to customer care for patrons with disabilities
9. To deal with any audience complaints quickly and effectively
10. To ensure at all times that the performance venue adheres to the highest standards of health and safety