



Opening and Closing Procedures

Updated FEB 2015

SHIFT LEADER PROCEDURES

UNLOCK THE THEATRE. Be on time. Volunteers are waiting outside for you. Use the hex key, located on box office bulletin board, to set front doors in unlocked position.

TURN ON LIGHTS

1. Concession Booth, Behind door are lobby lights (don't touch the ones taped)
2. Concession Booth, To right of the window: there's a light switch plus a ceiling pull string.
3. Gender neutral / handicap bathroom: Light switch immediately at left of door and in back closet, on right, one switch is for light, the other is fan. Back closet has a pull-string ceiling light in case you need to see in there.
4. Front Porch light is on the switch panel next to the lobby picture window (near box office)
5. Houselights -though theatre entry doors on left
6. Stairs Lights- double switch below the house lights switch.
7. Women's bathroom: Turn lights and fan on

HEAT

1. Thermostat #1 on wall at back of the house: Set to 62 degrees for heat and 52 when closing.
2. Thermostat #2 to right of screen: Turn on red breaker; please do not touch the thermostat just use the breaker. Note, only in very cold winter months, otherwise ignore.

AIR CONDITIONER: Behind the stage, opposite end of where you enter, back wall has light switch between breaker panels and air conditioner is to the left, ON - FAN - OFF. We can choose to use fan when the AC or heat is not needed, the fan circulates outside air into the theater.

LOGBOOK: Review logbook in box office for updates. This is also where you leave notes for others. ie, "We need more popcorn cups," or, "15 Monks showed up," or "We sold 3 memberships tonight!" or "Had to give a refund." or "Our volunteer went above and beyond tonight!" ...stuff like that.

VOLUNTEERS make sure volunteers are present. Call back-up volunteers if needed. Last-minute-call list is located on box office bulletin board. Call the Volunteer Coordinator if there's an emergency. Please kindly

explain the duties and protocols to the volunteer so they know what to do before and after the film. Share the bulleted procedure list located in this package so they can read about their job.

TICKETS Write the starting ticket number on the shift report.

BANK SET-UP Count out your banks. Money is located in the combination-locked strong box chained underneath the box office counter in a tan, vinyl, zippered case.

- Fill out your shift report's starting bank amount. Your starting bank is usually \$200. Sometimes it isn't, so count it out first!
- **Send \$50 to concessions**
- **Send \$150 (or remainder amount) to box office.** (Sometimes we keep about \$3 in quarters for candy machine change) Then have the concession and box office volunteers count their banks. If in agreement on totals, they must sign off on the shift report.

SAFETY Check to see that emergency exits are clear from obstructions. Review safety procedures with volunteers: Note that emergency exits are in front and back of the building, where the flash lights are located, where fire extinguisher is located.

FLASHLIGHTS Check that flashlights are working at the stage, the back of house and in Box Office. They should be located in the plug outlets charging.

PHONE Answer phone in box office if possible (optional). A copy of the monthly calendar is right on the wall by the phone if the caller wants film information. Messages should be written in the logbook.

CURTAIN SPEECH Touch base with the projectionist. Let him/her know in advance if you will make the optional curtain speech. The curtain speech is in this order: 1.) Preshow 2.) Curtain Speech 3.) Previews 4.) Movie starts. There is a template for the curtain speech: 1.) Explain and offer memberships 2.) Recruit volunteers 3.) Ask people to clean-up after themselves 4.) Announce upcoming films and special events. 5.) Point out the emergency exits.

HOUSE LIGHT PROTOCOL:

Please explain this to the ticket-taker. When the shift leader is in the box office and the other volunteer is in concessions, it is the ticket-taker's job to notice when the previews begin and turn the lights down.

At start of film:

- Full lighting for pre-show & curtain speech
- Dim lights as previews start (safety reasons: people may still be finding seats)
- Film begins, turn lights completely off by slowly using the dimmer and then clicking the off switch.
- Entry lamp off.
- Side-Wall Sconces: The switch is upstairs in the projection booth. If the projectionist forgets to turn the sconces off, run up and give a reminder.

At end of film:

- Wait until people begin leaving their seats, then dim lights half-way up slowly, as credits roll (safety reasons: people are leaving but dim as a courtesy to the ones still reading the credits)
- Open the double doors
- Turn on the entry lamp.
- Full house lighting when credits finish.

MOVIE BEGINS

- **Close the double doors**
- As movie starts release volunteers and invite them to watch the film. You stay in the box office for at least ten more minutes for the late ticket buyers. Take the concession bank with you to the box office. **Do not leave money unattended in the box office or at the concession stand. Please prepare your nightly shift deposits and count out the bank for the next shift before going in to see the film.** If late ticket buyers or concession purchases are made after you lock up your banks, hold on to that money and make your nightly deposit updates after the film.

INCIDENT REPORT If someone is injured please fill out an Incident Report located in the box office.

TECHNICAL DIFFICULTIES You are to act as house manager and liaison with the Projectionist. If there is a delay in the start of the film, or any technical difficulties occur, you are to make frequent announcements, every ten minutes, to the audience so they remain informed. Sometimes refunds are inevitable. Be cordial and apologize. Make a note of the refunds on the shift report. **REFUNDS: When you call in the totals at the end of the night, make sure you say, X number of tickets sold, but X number of refunds given. Do not give gift certificates instead of refunds. Refunds only!**

FINALIZING THE SHIFT REPORT AND BANKS

1. Notate ending ticket number and count ticket stubs.
2. Rectify tickets and other sales on shift report.
3. Count out box office money.
4. Count out concession money.
5. Make a **Starting Bank** for the next shift by replacing the \$200 into the tan, vinyl, zippered bank. Use all of the small bills first and include the quarters.
6. After you make the \$200 bank for the next shift, the rest of the money and your shift report go into your **Nightly Deposit Bank** placed in the other envelope. Include any checks, merchandise or membership sales.
7. All cash and checks are locked in the lock-box!

CALL IN TICKET NUMBERS Shift leaders must phone the ticket sale information in after box office closes. The phone number is located in your starting bank. Distributors want to know the sales right away. Have your shift report in front of you when you call and leave a message.

Provide:

- The date
- The name of the film
- The starting and ending ticket numbers
- Total number of tickets sold
- How many were general admission and at what price?
- How many were membership admission and at what price?
- How many refunds, if any?

DURING THE MOVIE stay in the back of the theater to watch for latecomers or anyone who needs assistance.



SHIFT LEADER CLOSING PROCEDURES

CLOSING CHECKLIST

1. (Utilize volunteers, please gently delegate jobs) Make sure theater, bathrooms, and concession stand have been cleaned/swept/ and seats are in upright position.
2. Consolidate trash into one bag; bring to large green barrel located just outside the emergency exit opposite the Big Cheese side.
3. Turn down Heat to 52 degrees or turn air conditioner/fan off.
4. Turn off coffee and tea pots.
5. Return flashlights in their outlets to recharge.
6. Make sure emergency exit, side doors are closed and locked.
7. Turn off lights: Reverse the 7-step turn-on light list above.
8. Close inside double doors to the theater when you leave.
9. Use the hex key, located on box office bulletin board to lock both front doors.
10. Make sure you locked the banks.
11. Did you call in your ticket numbers?
12. Is everyone is out of the building?
13. Thank your volunteers! Tell them what a great job they did. Ask them to come back and volunteer again!
14. You are the last one to leave. Pull on the front doors, check that they are locked!



BOX OFFICE PROCEDURES

- Receive your bank from Shift Manager, count it and sign off on shift report.
- Notate starting ticket number on shift report, if shift manager hasn't done so.
- Open Box Office.
- As patrons come to buy tickets ask them if they are a member, if not, point out member brochure.
- Keep track of member priced tickets, gift certificates, and sales. Those are recorded separately on the shift report.
- If a customer pays by check please write what the purchase is for on the memo line of the check. (i.e.: ticket, membership, merchandise, gift certificate). We do not take credit cards. If a customer needs an ATM, direct them to one at The Brick Tavern or Stewarts.
- If a customer buys a membership, immediately offer their ticket at a member price, take their application and payment (check/cash) and put it aside for the shift manager to process.

MEMBERSHIP SALES When someone buys a membership at the box office they can immediately start paying a member price. The Shift Leader should separate the check/cash payment from their application. Indicate on the application form if payment is cash or check. Write their check #, amount, date and your initials on the membership application, marked 'paid', and put it in the manila envelope on the wall marked MEMBERSHIP. Include the check/cash payment in your end-of-night deposit and recorded on your shift report in the membership section. Do not leave money in the manila membership envelope pinned on the wall Remember: All money gets locked in the lock box at the end of the night.

MERCHANDISE SALES

Merchandise sales are processed by recording the sales on your shift report and including that money in your end-of-night deposit. Remember: All money gets locked in the lock box at the end of the night.

PROCESSING GIFT CERTIFICATES When you receive a gift certificate from a customer give them a ticket stub and record it on your shift report noting if it is a \$6 or \$7 certificate. Tear the gift certificate in half and include it in your bank. (There are still \$6 gift certificates circulating from a few years ago. Now the price is \$7. Do not ask for extra money to make up the difference).

AFTER MOVIE OR EVENT:

- Sweep theatre, put seats in upright position, consolidate garbage cans from bathrooms, concessions, box office etc, help concessions clean up if needed.



TICKET TAKER PROCEDURES

- Greet customers
- Guide any handicap people to the wheel chair lift and keep an eye on them until they are finished using it. Wheelchairs have the option of remaining in the back by the lift or moving up to the front by the exit door where there's ample space.
- If a latecomer arrives, please open door and keep door open for guest until they get up the stairs or use a flashlight to guide them to their seat safely.
- While taking tickets you can also help people use the coffee machine. They buy their cup in concessions first.

HOUSE LIGHT PROTOCOL:

Ticket-taker is in charge of the lights! When the shift leader is in the box office and the other volunteer is in concessions, it is the ticket-taker's job to notice when the previews begin, turn the lights down and close the double doors. Please follow these easy steps....

At start of film:

- Full lighting for pre-show & curtain speech
- Dim lights as previews start (safety reasons: people may still be finding seats)
- Film begins, turn lights completely off by slowly using the dimmer and then clicking the off switch.
- Entry lamp off.
- Side-Wall Sconces: The switch is upstairs in the projection booth. If the projectionist forgets to turn the sconces off, run up and give a reminder.

At end of film:

- Wait about 10 seconds then dim lights half-way up slowly, as credits roll (safety reasons: people are leaving but dim as a courtesy to the ones still reading the credits)
- Open the double doors
- Turn on the entry lamp.
- Full house lighting when credits finish.

AFTER MOVIE OR EVENT:

- Sweep theatre, put seats in upright position, consolidate garbage cans from bathrooms, concessions, box office etc, help concessions clean up if needed.



CONCESSION STAND PROCEDURES

- Receive your bank from Shift Manager, count it and sign off on shift report.
- Turn on concession lights and equipment.
- Make popcorn
- Make sure concession stand is stocked with all needed supplies. Popcorn cups and coffee cups are on 2nd fl.
- Candy is located on the 2nd floor in the metal candy closet. Please make sure the doors to the closet are shut tight, especially at the bottom so mice cannot enter.
- If the refrigerator is not stocked from previous night, put warm sodas and waters in back, keep cold ones up front.
- Once the movie starts turn your bank in to the shift manager.
- Sit near back of theatre, remain alert, and return to concession stand for any customer wishing to purchase concessions during the event.

AFTER MOVIE OR EVENT:

- Make sure refrigerator is re-stocked full with soda and water.
- Put candy back into candy closet upstairs.
- Clean popcorn machine.
- Clean and sweep concession area
- Help with other cleaning if needed.