

Front of House Coordinator's Report

Susan Sanders

The Guild's Front of House Coordinator and House Manager for over ten years was Marilyn Brady before her sudden passing last September. She was "the Face of the Guild" and very well-liked by our patrons. Everyone on the Front of House team misses her dearly.

The opening of our first show of the season, *The 39 Steps*, was just shortly after her passing. During this brief transition several jobs needed to be quickly completed including the scheduling of a full slate of volunteers.

★ *Updating the email list:*

The volunteer email list had almost 300 names, many of which were dated. A mass email was sent out asking for replies only from those who wished to continue receiving the FoH calls. We now have a core of 101 reliable volunteers and are actively encouraging new eager and personable volunteers to join.

★ *Organizing the Assistive Hearing materials:*

The Assistive Hearing materials were individually packaged and organized into a more convenient carrying case with revised instructions for their distribution to patrons.

★ *Providing Name Tags for our Volunteers:*

All Front of House staff now wear name tags so that we get to know one another by our first names.

We realize that our patron's theatre experience begins in the lobby. Greetings from our staff wearing their name tags, providing them with a program and engaging in friendly chit-chat creates the "community theatre" environment from the time they arrive. Many also took advantage of reading their programs in the light of the lobby!

Our volunteers are encouraged to try all the Front of House positions, providing them with the challenge of trying something new. Many of our more seasoned volunteers were surprised at jobs they thought would be difficult were not so challenging after all! Over time everyone should become comfortable with any of the duties they are physically capable of doing, and will be able to step in anywhere on short notice as situations arise. The goal is to have Front of House volunteers that are both friendly and flexible!

Our eventual return to the theatre in the era of COVID-19 will necessitate changes to these Front of House routines and new challenges for our volunteers. I am confident that our team has the flexibility to adapt to any revised protocols that are put in place.

Susan Sanders
Front of House Coordinator
Scarborough Theatre Guild