

Operation Guidelines

Actors Changing Room: 2468X

All other rooms: 2468Y

Wi-Fi Code: On the machine in reception

Theatre Operation (Pre Show)

- 1. Turn off the Alarm** code 1645 then enter
- 2. Check the Bar**
 - a. Turn the two fridges on.** The switch is at the back of the bar in the middle of the wall
 - b. Turn the fridge lights on.** The switch is above and to the right of the temperature display
 - c. Check the fridges are fully stocked**
 - d. Turn the glass washer on –** Make sure the plug is fully pushed in. If the pump keeps going the plug is not in correctly.
 - e. Check the glass washer has rinse aid in the bottle to the left of the washer.** Spares are in the cleaners cupboard
 - f. Drain the Ice Machine into the sink by tipping it up.**
 - g. Turn the Ice Machine on**
 - h. Fill the Ice Machine with water.** Ensure that the water level remains below the top of the square block in the water compartment
 - i. Coffee machine (filter, 1 spoon of coffee)**
 - j. Tea urn filled and on.**
 - k. Till turns on under the shelf to the left.** (make sure there is £100 float with plenty of change)
 - l. Put music on**
 - m. Bar lights are main and server (Not workers)**
 - n. Tea bits, including milk and sugar.**
- 3. Raise the security shutter in the bar (left of the two buttons) the one with the 2 green buttons**
- 4. Take rubbish and recycling out.** The bins are located within the quartz building. The door is to the left of the theatre.
- 5. Put on sign light.**
- 6. Check toilets**
 - a. Make sure there is loo roll.** Spares are in the cleaners cupboard or bar cupboard or actors changing room toilets.
- 7. Mark about three seats as reserved ONLY if very busy.**
 - a. These seats should be near the far side door as they are intended to be used for people who arrive late so as to minimise the disruption to the other customers. This may not be necessary if there are only a few people expected**
- 8. Reception**
 - a. Turn the Card Machine on.** Press and hold the green button

- b. Start up computer (it lives in the back cupboard)
 - c. Find the file for tonights show: //Dropbox>Booking Sheets>\$Name of Show\$
 - d. As people turn up add "Here" into the Here column. If one out of two arrive write 1 Here etc.
 - e. There are no paper tickets
 - f. If people turn up on the door take payment
 - g. Offer people a programme in exchange for a donation and send them into the bar. If they have not been to the theatre before tell them where the toilets are and inform them when they will be allowed into the theatre.
 - h. If it is a busy night ask people to request their interval drinks in advance
9. Open the front doors one hour before the show is due to start
 - a. To unlock the door depress the lever on the inside of the door and simultaneously turn the key on the outside of the door in a clockwise direction until it clicks
 10. If there are multiple people who have already paid who are also late then delay the show for a maximum of five minutes to give them time to arrive
 11. Get the show manager to open the doors from the bar into the Theatre and tell people when to enter
 12. DO NOT let people enter the Theatre with glass. The pint and half pint glasses are made of plastic and can be taken into the Theatre. The wine glasses and bottles cannot be taken into the Theatre
 13. If the director or stage manager is not present ask the actors when they need a call and how they start the show. (This is also applicable for after the interval)
 14. Ask the director or actor for running time.
 15. Spice, if they are in then use the reserve signs under the bar to reserve seats in the theatre together.

Theatre Operation (During Show)

1. Lock the front doors as soon as the show starts. Lock the doors by turning the key on the outside in an anticlockwise direction
2. DO NOT use the glass washer during the show. It can be heard inside the theatre
3. DO NOT use the sink in the bar during the show. It can be heard inside the theatre
4. DO NOT make too much noise as this can be heard in the theatre, people will often have to be told to be quiet especially Nadeem.
5. Theatre lighting is the responsibility of the people running the show
6. If people turn up late whilst the show is on check with the play producers, director if it is OK for people to come in late. Get the people into the seats nearest the doors so as to minimise disruption. Depending upon the number of people expected there may be some seats reserved explicitly for this. We do try our best to get people into the theatre where ever possible.
7. Put the reception money and the computer back into the back cupboard
8. Prepare interval drinks at an appropriate time before the interval.

Theatre Operation (Interval)

1. If possible 1 person stays on reception desk to allow people in and out.

2. Try to find out from the director or actor when the interval is likely to be and open the door when appropriate.
3. DO NOT let people enter the Theatre with glass. The pint and half pint glasses are made of plastic and can be taken into the Theatre. The wine glasses and bottles cannot be taken into the Theatre
4. Get the show manager to tell people when to re-enter the Theatre and to close the doors or you may have to do this, give a 2 minute warning.
5. We try wherever possible NOT to strike the theatre as it annoys people a lot.
6. Check toilets to make sure everyone is in before giving stage manager clearance.

Theatre Operation (After Show)

1. We are licensed until 11:30. This means that at 11:30 all drinking must cease and everyone must leave. It is a judgment call on when to serve the last person
2. Clean up the Bar
 - a. Clean all the used glasses
 - b. Turn the Ice Machine off
 - c. Turn the Glass Washer off and remove plug
 - d. Turn the fridges off
 - e. Turn off till
3. Check the Theatre is empty and any glasses have been removed
4. Close the shutters in the bar
5. Check toilets to make sure everyone has left.
6. Make sure all tech equipment in the theatre is off. Jon will do this but visiting technicians are hopeless.
7. Turn off the lights
8. Turn on the Alarm
9. Close the front door shutters on the way out
10. To turn off credit card machine press and hold the yellow clear button AND the button with the full stop and comma on.

Bar Operation

1. Operating the Glass Washer
 - a. Turn on with the green switch
 - b. Check the washer has rinse aid in the bottle to the left of the washer. Spares are in the cleaners cupboard
 - c. Make sure the tray is full else it tends through the contents around
 - d. Push the start button
 - e. It takes about two minutes for the glasses to clean
 - f. The contents tend to come out warm and damp. They can be left on the side to air dry or if in a hurry just put them straight back onto the shelves for re-use. The measures can

go in the Glass Washer. Do not dry with towel as this is again H&S. Do not handle glasses by the rim.

- g. **DO NOT** use the glass washer during the show. It can be heard inside the theatre
2. **Operating the Ice Machine**
 - a. Turn the Ice machine on
 - b. Fill the ice machine with water. Keep the water level below the top of the square block inside the water compartment
 - c. Turn the Ice Making on. The Select button changes the size of the ice cubes. Medium is fine
3. **Operating the Sink**
 - a. **DO NOT** use the sink during the show. It can be heard inside the theatre
4. **Prices.** All prices are on the sheets above the bar
5. **DO NOT** let people back into the Theatre with glass. The pint and half pint glasses are plastic and can be taken back into the Theatre. The bottles and wine glasses cannot be taken into the Theatre
6. **Serving**
 - a. **Bottles:** Give the customer the open bottle and a pint glass. Let them pour the beer into the glass themselves
 - b. **Wine:** Wine is sold in standard and small. Standard is marked on the glasses themselves. Small is the larger of the two measure sizes; use the measure and pour the wine and the standard glass size. The measures can go in the glass washer. Standard is 175ml small is 125ml.
 - c. **Spirits:** The smaller of the two measure sizes is for spirits. The mixers are the smaller cans in the fridge and the fruit juices. The measures can go in the glass washer
 - d. **Juice:** Juice is sold in half pint glasses
 - e. **Pepsi/Coke:** If someone asks for Coke and we only have Pepsi must ask them if Pepsi OK
 - f. If it is a busy night ask people if they would like to order their interval drinks in advance
7. There is a clipboard where people can ask for interval drinks.
 - a. Customers enter their name and their order.
 - b. Take payment at the time of ordering interval drinks
8. There is a bin for general rubbish behind the bar and 3 boxes for recycling.

Reception Operation

1. If someone wants to book a show over the phone
 - a. Find the show and date for the show they want to book on the computer. Each show has its own file which can be found in Dropbox>Booking Sheets>\$Name of Show\$
 - b. Add their name into the name column
 - c. Add their email address into the email column
 - d. Add their phone number into the phone column
 - e. Add the number and type of tickets they are buying (eg: 2 x std, 1 x conc)
 - f. The price for the show tickets is on the flier or our website.
 - g. Take card payment, we **DO NOT** reserve tickets. We **DO NOT** take American Express

- h. Write "email confirm" in the payment column to ensure they receive an email confirmation.
2. If someone turns up on the door to see the show
 - a. Add their name into the name column on the computer
 - b. Add the number and type of tickets they are buying (eg: 2 x std, 1 x conc)
 - c. The price for the show tickets is on the flier
 - d. If possible take cash else take card payment. We do not take American Express
 - e. Write "Here" in the here column
3. Take a card payment in Person (We do not take American Express)
 - a. Enter the amount we are charging them, including pence and press enter
 - b. Hand the machine to them to place their card in and put in their pin.
 - c. Follow instruction on machine. Make sure we have merchant copy of the receipts.
 - d. Place receipt in cash box.
4. Take a card payment over the phone (We do not take American Express)
 - a. Enter the amount we are charging including pence
 - b. Key in the long number from the card
 - c. Follow instructions on the machine.
5. Front Doors
 - a. To unlock the front door depress the lever on the inside of the door and simultaneously turn the key on the outside of the door in a clockwise direction until it clicks
 - b. To lock the front door turn the key on the outside of the door in an anticlockwise direction

Rubbish

1. The Rubbish bins are in the Car Park at the back of the building. There are separate bins for recycling and general rubbish

Air Conditioning

1. The remote control for the Air Conditioning is on the reception counter. Make sure they are selected for heating or cooling, which ever is required.
2. To turn one of the units on
 - a. Make sure the remote is off. If necessary cover the transmitter and then turn the remote control off
 - b. Point the remote at the unit and turn the remote on. This turns both the remote and the unit on
3. To turn one of the units off
 - a. Make sure the remote is on. If necessary cover the transmitter and then turn the remote control on
 - b. Point the remote at the unit and turn the remote off. This turns both the remote and the unit off

Disabled Loo

1. To reset the alarm in the disabled loo push the reset button on the control behind the reception desk

Fire Alarm

1. To reset
 - a. Enter the code: 2143
 - b. Push each of the three buttons on the right one at a time to reset each of the three systems. Don't be too quick doing this else the machine will get confused.