



# House Management Checklist

UT Department of Theatre • 206 McClung Tower • Knoxville, TN 37996

The times in this checklist are based on “Curtain” time for the event and may be adjusted to meet a particular rental’s needs. Adjustments to this schedule will be noted in the timeline on the Rental Summary (rentals) or the Production Summary (in-house productions). Problems with the facility or with Building Services (Janitors) should be reported to the Production Manager for future correction. Problems which are visible to the audience (i.e. cleanliness) should be attended to in the immediate now by House Management Staff until a more permanent solution can be found. If a problem is of a scale or variety that requires immediate professional attention, contact the Production Manager or Manager-on-Duty via phone.

## GENERAL NOTES

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Student Ushers are required to have the signature of the Lead House Manager in order to receive credit for their work. Be sure to let these students know as they sign in that they will be expected to assist with the post-show cleanup.

Productions/Rentals in the Carousel and/or Lab Theatres may require that the chairs be struck from the audience following the event. When this is necessary, Production Management will provide instructions on how/where to stack the chairs. If you have questions when working on this, please call.

When noting items (lost articles/maintenance issues/etc.) in the Clarence Brown Theatre it is fairly easy to describe specific locations using the rows and seat numbers as references. In the Carousel Theatre, issues should be noted by the appropriate segment (segments are “numbered” clockwise A thru H beginning at the Lobby) and ring level (rings are numbered 0-6 with the stage as 0). In the Lab Theatre, please use cardinal directions (the Lobby is N, the CBT S, and the Stairwell W) and row numbers.

In the event of a roof leak in the Carousel, some seats may need to be removed. Please note the location of the roof leak and do your best to accommodate patrons. Towels are available in the Costume Shop bathroom [W011B] at the CBT (see the SM for access) and indoor/outdoor mats are available in the Carousel Dimmer Room [102].

## PRE - EVENT

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Review the provided Rental Summary/Production Summary

## ARRIVAL

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Arrive and Clock In

Place “CBT Parking is located in McClung Tower Garage” signs at both entrances to Lot 23

Place “Patrons please use the pedestrian walkway...” sign at the NW entrance to the building.

Check-In with and provide a Walkie-Talkie to the Rental Supervisor/Stage Manager.

Turn on Lobby Lights and Music

Check Weather (look for any severe weather notices)

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**SETUP**

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**Check Bathrooms:**

- Problems: check for: graffiti, broken toilets/faucets/stalls/lights and report to the PM
- Supplies: toilet paper, paper towels, empty trash cans
- Cleanliness: toilets flushed, floor and counters clean

**Check Lobby:**

- exterior doors closed and all exit signs functional
- chairs and tables in order
- recycling bins empty
- signage in good condition and old signage removed
- floor clean (vacuum if necessary)

**Check Concession Stand:**

- clean front and rear counters as well as the floor
- check supplies/make coffee
- fill Coke Machine ice bin

**Check Auditorium**

- look for broken/damaged seats and note in report (report to Box Office if unusable)
- check exit signs (call PM if any are totally out—note in report otherwise)
- look for lost articles
- for unreserved seating events, place reserved signs on all usher and late seating seats.
- check for cleanliness (gum on seats, trash, dirty carpet)
  - If any significant cleaning is necessary, ask the Rental Supervisor to provide assistance.
- straighten chairs and re-tape aisles if necessary (Lab and Carousel Theatres)
- replace wheelchair seats and check that all are secured together

Setup Concessions Bank (if necessary)

Setup Merchandising Bank (if necessary)

Preset programs

PRE - HOUSE OPEN

01:00 Unlock Front Lobby Doors and Handicap Doors

Welcome/Sign-In Ushers as they arrive. Non-class Ushers should be provided a volunteer registration form at this time: ([\\server.cbt.utk.edu\common files\resources\forms](http://server.cbt.utk.edu/common_files/resources/forms))

Conduct Usher Training

- Overview of the facility
  - bathroom locations
  - seating layout
  - general rules
    - no smoking
    - no food/drink in the auditorium (except CBT coffee mugs)
    - crying/disruptive children
    - texting and cell phone use
    - photography/video taping
  - hearing assistance system
- Usher Duties
  - general seating/audience assistance
  - late seating (handout flashlights)
  - concessions
  - appoint a lead usher on each side
  - when to open/prop doors
- Emergency Procedures
  - Fire
  - Medical
  - Weather (if necessary)
- Event Specific Information (ticketing, programs, warnings/disclaimers, etc.)
- Customer Service

Open Concessions

HOUSE OPEN

00:30 Check with Rental Supervisor/Stage Manager prior to opening the House

Have Ushers Open the House

Be visible in the Lobby and available to answer questions/respond to problems.

Check-In with the Rental Supervisor about any problems that arise.

00:05 Consult the Rental Supervisor about any delays that may be necessary.

If on-time, close concessions.

Announce: "Ladies and Gentlemen, the show will begin in approximately 5 minutes. We ask that you please find your seats at this time."

00:02 Announce: "Ladies & Gentlemen, the show will begin momentarily. Please find your seats at this time."

00:00 Have ushers close all doors but remain standing at their entrances to assist any last minute patrons. Ushers should take their assigned seats 5 minutes into the show.

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**CURTAIN**

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- 00:00      Remain visible in the Lobby until 15 minutes after the event begins to assist late patrons.  
                  Check Bathrooms Again (follow “Arrival and Setup” checklist)  
                  Check Lobby Again (follow “Arrival and Setup” checklist)  
                  Check Concession Stand Again (follow “Arrival and Setup” checklist)

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**INTERMISSION**

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- Start        Check that Ushers have opened all doors  
                  Ensure that Concessions is running smoothly  
                  Be visible in the Lobby and available to answer questions/respond to problems.
- 00:05        Consult the Rental Supervisor/Stage Manager about any delays that may be necessary.  
                  If on-time, close concessions.  
                  Announce: “Ladies and Gentlemen, the show will begin in approximately 5 minutes. We ask that you please find your seats at this time.”
- 00:02        Announce: “Ladies & Gentlemen, the show will begin momentarily. Please find your seats at this time.”
- 00:00        Have ushers close all doors but remain standing at their entrances to assist any last minute patrons. Ushers should take their assigned seats 5 minutes into the show.  
                  Remain visible in the Lobby until 15 minutes after the event begins to assist late patrons.  
                  Check Bathrooms Again (follow “Arrival and Setup” checklist)  
                  Check Lobby Again (follow “Arrival and Setup” checklist)  
                  Complete Concessions and Merchandising Reports and close out the Banks  
                  Inventory concessions supplies and note approaching needs in the report.

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**POST-SHOW**

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- 0:00        Check that Ushers have opened all doors & collect Usher flashlights  
                  Be visible in the Lobby and available to answer questions/respond to problems.
- 00:15        Check Auditorium for lost items  
                  Lock Auditorium doors  
                  Straighten/Clean the Lobby and Concession Stand
- 00:30        Lock Lobby Doors  
                  Turn off Bathroom and Lobby lights and music  
                  Check-In with Rental Supervisor/Stage Manager & Collect Walkie-Talkies  
                  Put Parking/Patron signs away  
                  Clock-Out

## RUNNING THE TICKET SYSTEM BARCODE REPORT

In order to complete the House Report, you will need to know how many people attended the performance. This information is provided by running a Barcode Report on the Ticketing System. This report tallies all of the various tickets that were scanned as patrons were admitted to the theatre. The following details how to run this report.

1. Wait five minutes or so after the last ticket has been scanned to make sure the scans have gone through the system.
2. Log onto Paciolan (Ticketmaster Irvine!) using the "paciolan.sbc" icon.
3. Enter your login code and password, login code, and login code and password again. Simple. Make sure you know this login code/password before those who do know it leave...
4. Make sure the Laser Printer is selected (right click on the window title bar, select "Switch to Terminal Display" and in the SBClient window menu, select "File -> Print Setup..." and select the Laser Printer and click "Print" and then right-click on the title bar again and click on "Switch to GUI".
5. On the Paciolan menu, select File -> Reserved Seat Ticketing.
6. On the "Access" menu, go to "Barcode Report".
7. Make selections on the Barcode Report dialogue box as indicated below.

"Season" should be "CB10" (unless this is still being used in FY11, etc., in which case it would be "CB11", etc.)

"Device" is "X"(Auxiliary printer should show).

"Copies" is "1".

The only button needed in "Selection" is "Event". Enter the code for the current event. Format is Two Letter Show Code (Streetcar - "SC", Flu Season "FS", etc.) followed by digits for the month and day in MMDD format — for example, the preview of Streetcar was "SC0903". If the event is a Matinee, an "M" is appended.

"Sort By" — Select "Price Type".

"Report Type" — Select "Seat Detail".

"Report Level" — Select "Summary".  
**IMPORTANT** — if you select "Detail" you will get several pages of names and seat locations... so select "Summary"!

"Include" — Select "Both".

8. Click "F2 - Run" to generate the report. You'll get the hourglass for a minute or two, as it takes a little time for the system to go through all that. Then it should print out!
9. Check it out...

The screenshot shows the 'Barcode Report' dialog box with the following settings:

- Season: CB10
- Device: X
- Copies: 1
- Selection: Event +
- Sort By: Price Type
- Report Type: Seat Detail
- Report Level: Summary
- Include: Both