

## **Front of House Responsibilities.**

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### **Relevant Legislation and Documents:**

*Building Act 2004 sections 108 and 110, Disabled Persons Community Welfare Act 1975, section 25 (referred to by Building WOF). .....Means of Access and Facilities for use by persons with disabilities.*

*Fire Safety and Evacuation of Buildings Regulations 1992*

*Evacuation Procedure.....approved by New Zealand Fire Service.*

*NZS 9232: 1991 Precautions Against Fire And Panic In Cinemas Theatres And Places Of Assembly.*

(See also Venue Responsibilities, page 11, and Fire Safety, page 14)

### **Building and required checks**

Required to allow a performance to take place

### **Annual Building WOF certificate**

Safety requirements should be monitored with regular planned and documented checks, with a current WOF on public display.

### **Evacuation Procedure**

This must be approved by NZ Fire Service and involve regular practise drills and staff training.

NOTE: The Evacuation Procedure should detail the following:

- 1) Staff Training
- 2) Staff duties
- 3) Notification of emergency

### **Front of House Staff Roster**

FOH staff should be rostered to designated positions such as House Manager/Cashier/ Door 1/ Door 2/ Usher 1

Each position should have a written job description for both usual tasks, and emergency action, as required by the venue Evacuation Procedure.

**Any FOH staff team should include staff that has the following qualifications or training:**

### **General Manager's licence**

Necessary if the bar is to be open.

### **First Aid**

A minimum of one FOH staff member with a current certificate.

### **Safety Warden**

A minimum of one FOH staff member who has received appropriate training

### **Floor Wardens**

The minimum number of staff required to act as Wardens by the emergency procedure

***All should be well versed in the evacuation procedure of the venue***

### **Means of Escape – daily check**

At the start of each day, the Means of Escape check ensures:

- Exit routes are clear of obstacles and hazards.
- Exit doors open easily, are not locked, barred, or blocked, and that fire exit signs are secure and clearly visible.
- Smoke control doors are not held open, and closers work easily.
- Fire hoses, extinguishers, and manual alarms are easily visible and accessible.
- **And** the Evacuation Board tags are placed in each area.

The log book should be signed, and updated with any problems noted in the checks. Problems noted should be rectified, as soon as possible.

If a pattern is seen in a number of problems noted over a period of time, corrective action to a work process may be required.

### **Pre-show check**

Before patrons are admitted to the theatre, a designated member of the venue staff should complete the Pre-show check, which includes means of escape, exit doors, exit lights, fire extinguishers and hoses, fire alarms, safety curtain, and emergency lights. This information should be written in the Log book, together with the designated staff members signature and the time of the inspection. The resolution to any potential problem is noted here, before any performance commences.

### **During the performance**

Sufficient staff is present in the auditorium to take charge of any situation that may arise, and to generally assist patrons when needed.

Sufficient staff should be present in the foyer and box office areas to ensure nothing happens here that could affect the safety and security of the patrons inside.

### **After the performance**

FOH staff should ensure patrons exit the auditorium safely. Once all patrons have left the auditorium all other accessible areas including the toilets should be checked.

Following this the final FOH housekeeping duties should be completed including checking that all exits and emergency doors are secure and that all evacuation tags are returned to the Evacuation Board.

### **Security: People and places**

Certain circumstances need to be resolved quickly and calmly as they can escalate into events which may need emergency action.

Only authorised people can be in non-public areas and all FOH staff should be prepared to enforce this. (The safety of people and equipment may be at risk)

This information should be fully documented in the Evacuation Procedure, as approved by the NZ Fire Service for each individual theatre.