

# HOWARD & WYNDHAM THEATRES

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## NOTES COVERING THE ROUTINE DUTIES OF MANAGERS AND ASSISTANTS.

### 1. Morning Duties.

The Manager and the Assistant Manager are to be at their desks in sufficient time to glance at the morning correspondence before supervising the opening of the Box Office at 10 a.m. Later in the morning take a walk round the theatre to see that all work in hand is making satisfactory progress. Delegate (if necessary) the task of a thorough inspection of all parts of the theatre so that broken chairs, torn or damaged carpets and similar defects can have immediate attention. Report to Head Office any work that necessitates bringing in outside tradesmen; but put in hand any urgent repairs, such as burst pipes, broken glass, minor roof repairs, etc.

### 2. Urgent Supplies and Repairs.

Order forms must be used, and if goods are over £2 requisition form should be forwarded to Head Office.

If urgent supplies or repairs are wanted over £2 value, order can be issued, but requisition form must be forwarded to Head Office for confirmation stating that order has been issued.

### 3. Advertisements.

Note that the newspaper advertising is all correct. Make any alterations in copy that circumstances dictate. See that copies of advertisements are pasted into the book kept for the purpose.

Managers are requested to forward to Head Office, pasted on blank sheet, all newspaper advertisements appearing on the Saturday and Monday of each week, this to accompany Manager's Weekly Report.

### 4. Banking.

Managers or their nominated official representative will lodge into bank (as early in the day as possible) the whole of the cash, embracing Drawings, Tax, Advance Booking, Bar, Programmes, Ices, Teas, and other takings, of the previous working day. Managers are hereby reminded that they must not cash cheques other than at their own personal risk.

### 5. Booking.

Study the plans daily and note how things are shaping. See that all returns and books of this department are kept up-to-date.

### 6. Departmental Staffs.

The Manager will satisfy himself that the Stage, Property, and Electrical Staffs for the week are the minimum required, and discuss these minimums with the Head of each Department each Monday forenoon.

### 7. Proof of Daybill and Programme.

Managers must see that they have the copy in hand so that they may have the proofs not later than a week prior to the opening date of the attraction. Managers will note that they should endeavour to delete any superfluous matter from the submitted copy of Daybill and Programme. It might be necessary to obtain Touring Manager's consent.

### 8. Supplies.

The Head Office will intimate what contracts for supplies are in existence. The Manager should satisfy himself that all running requirements of the theatre are

ample, and never let the stocks run out. An order must be issued for all goods supplied to the theatre, and each order must be signed by the Manager.

### 9. House Lights.

Particularly note that no unnecessary lights are burning in any part of the theatre, front or back.

### 10. Evening Duties.

The Manager and Assistant should be in the theatre not less than 30 minutes earlier than the advertised time of the opening of the doors to the public, so that they can see that everything is in order, and that the staff is up to time.

The Manager and Assistant should be in attendance during the assembling and dissembling of each audience. The Manager should walk round the auditorium at least once during each performance, spending a few minutes in each part of the house to satisfy himself that the conduct of the staff is beyond reproach. (It is recommended that the time and route of this "inspection tour" be varied as much as possible.)

### 11. Dress Clothes.

It is understood that full Dress Suit is worn at Evening Performances, and Morning Clothes during Matinees.

### 12. Courtesy to Patrons.

As it is the company's business to please the public, the Manager must pay particular attention to see that every member of the staff is polite, and check at once any semblance of abruptness or insolence from employee to patron.

### 13. Staff.

*Female Staff.*—It is essential to engage girls smart, intelligent, and of good appearance. Middle-aged women cannot be engaged.

*Male Staff.*—Only men of good appearance, young, and intelligent to be engaged.

### 14. Bars.

Manager will see that all bars are open to the public (if licensing hours permit) at least 30 minutes before curtain-rise, and should satisfy himself about all regulations applying to the control of this department.

### 15. Press Tickets, Complimentaries, Professionals, Etc.

Safeguard any breach of "Entertainments Tax" regulations by seeing that **no one** is permitted into the theatre without an official permit, duly endorsed by the Manager.

Managers must not pass persons past checkers without permits.

Where booked-out tickets are used the name and particulars of person admitted should be written on back of admission ticket (checker's portion only). Where fill-in tickets are used the specially worded books for this purpose are used. (See copy permit other page.)

NOTE.—A name only upon a ticket is not sufficient—name and address or intelligent data must be given, as all complimentary permits pass on to Check Clerk's office for record purposes. Rubber stamps must not be used, and each permit should be initialled by Manager **only**.