

# PROGRAM SELLING

## CHECKLIST

### ON ARRIVAL

1. Check-in with FOH Manager; read any special instructions and the fire instructions; listen carefully to FOH Manager's briefing to all staff; liaise with FOH Manager if you are sitting in theatre as a Duty Usher
2. Program Sellers to wear money aprons provided over the top of dark clothing as per current convention.
3. Check off program float and note with FOH manager any discrepancies
4. Provide Wine and Coffee Bar counters with 5-10 programs to sell if patrons ask for any there.
5. Actively circulate and sell programs.  
It is often useful to stand just inside the Box Office foyer (ie where the carpet starts). That way you can offer programs to patrons as they come through the door or after they have picked up tickets from the Box Office.  
If it's a warm day/evening, many patrons congregate outside in the courtyard before coming in. Circulate in courtyard to offer programs.
6. If you are also tasked as a Seating Usher, take the programs in with you—you can sell some more when directing patrons to their seats. (There will also be programs at the Wine and Coffee Bars for patrons still in the foyer who want to buy one.)
7. If you are also tasked as a Duty Usher, return float to FOH Manager for safekeeping during the show—to be balanced at INTERVAL.

### DURING the SHOW (or at INTERVAL, if sitting in theatre for the show)

1. Retrieve any program money from programs sold at Wine / Coffee Bars.
2. Put away unsold programs.
3. Balance float. Sign float sheet.
4. Return float to FOH Manager.
5. Sign out & return your badge and apron.