

# WORKING IN THEATRE: House Manager

Name: \_\_\_\_\_



If you like working with the public, have great organizational skills, and consider yourself a good troubleshooter, consider working with theatre patrons in the box office or as a **house manager**. The house management team greets patrons as they arrive at the theatre, helping them find their seats, answering questions, and dealing with any emergency situations. At a large theatre, these positions are part-time or full-time staff members. At smaller theatres, they may be hired as contractors for a single season or show.



## UNFAMILIAR TERMS: "FRONT OF HOUSE"

The areas of the theatre open to the public, namely the lobby and seating area (as opposed to the stage and backstage areas).

Note to students: You'll get the most out of this video if you watch it twice. Watch it once, and then read the questions below before the second viewing.

## REVIEW QUESTIONS:

1 Linda needs to be prepared for anything, from seating issues to medical emergencies. What else do you think she might need to be prepared for? (Think about what house managers oversee—refreshments, programs, restrooms, etc.)

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2 The house manager supervises a staff of ushers and ticket takers. List some other jobs in theatre or the arts where you might be expected to supervise a staff.

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3 Communicating with the stage manager and other backstage crew is a part of Linda's job. What information do you think Linda would need from people backstage in order to do her job?

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4 Linda says patience is one of the skills a house manager needs. Would you describe yourself as a patient person? Give an example of your patience (or lack of it).

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## REFLECTION QUESTIONS:

1 What can you identify with or what speaks strongly to you in the video?

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2 Linda says she needs a strong work ethic in her job. The dictionary defines “work ethic” as “a belief in work as a moral good or a set of values centered on the importance of doing work and reflected especially in a desire or determination to work hard.” What does that mean to you? Do you think you have a strong work ethic?

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3 During her time as house manager, Linda has developed relationships with guests. Do you get to know people easily? Are you comfortable creating new friendships or other relationships? Why or why not?

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4 Linda studied early childhood education in college, and then worked her way from intern to usher to house manager. Think about careers that interest you. How do you see yourself entering that career? (Think about the following: Do you see a direct path from college studies? Would you like to explore a career first through an internship? Does working your way up an employment ladder appeal to you?)

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## FURTHER ACTIVITIES:

1 Take Center Theatre Group’s Career Path Quiz. First, answer the questions for yourself, and then take it a second time as you think a house manager might answer them. What conclusions can you draw about your interests?

2 Use Google to research local internship opportunities for a career path that interests you. Check for any eligibility requirements. Do internships require you to have a specific college major? Are there computer skills or other technical requirements? Think about when you might want to apply for an internship, and what you’ll need to do before you apply to make sure you’re a strong candidate.

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Visit [CTGLA.org/WorkingInTheatre](http://CTGLA.org/WorkingInTheatre) and select “Box Office and House Management.”

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as they arrive at the theatre, helping them find  
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