

FRONT OF HOUSE CONSIDERATIONS & EMERGING BEST PRACTICES

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VENUES: WHO IS RESPONSIBLE?

Performing in venues with professional management and FOH staff

- They may be stringent to protect their liability, not your convenience
- How will you need to change your procedures to fit their guidelines?

Performing in venues without professional management (churches, school auditoriums, etc)

You will need to create your own procedures (steal from professionals)

Training and supporting your staff and volunteers to implement (including PPE)

REQUIREMENTS VS. PERCEPTIONS

State and City Health and Safety Requirements

- Hall capacity guidelines (20%? 50%, etc)
- Required distancing guidelines and seating (6 feet?)
 - Obviously these will vary by jurisdiction and change frequently

Public Perception of Safety

Regardless of what is required, what measures will audiences perceive as being safer?

- Ventilation and air filtering in the venue
- Clear signage and proactive distancing
- Masks and sanitizer
- Restroom cleanliness
- Vaccine passports/entry credentials

EMERGING FOH BEST PRACTICES

Minimize box office and usher contact

- No or limited door sales and will call
- Electronic tickets
- Big print tickets (easy to see seat assignment from a distance)

Minimize lobby crowding

- Open house early for seating
- Eliminate F&B service
- Staggered seating (think airplane boarding)

EMERGING FOH BEST PRACTICES

Audience Flow

- One way flow: clearly marked entrance and exit doors and pathways
- Floor signage and stanchions to guide (think supermarket aisles)
- Intermission-less Concerts
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Limit Socializing

- Pre and post concert events outdoors when possible
- No singers allowed FOH

BIG PICTURE

- How we handle the early concert experiences back can improve or wreck our reputations as caring and responsible organizations
- As social justice advocates, we need to be role models for the highest standards of safety protocols and public health recommendations
- Is there an opportunity to partner with health care institutions to promote safety protocols and vaccinations?
- Acting with transparency = trust