**BOX OFFICE MANAGER DUTIES**

The most important thing that you do as BOM is serve our patrons. Thank you for taking care of our audience!

2 – 4 weeks before performance:

___1. Acquire filing cabinet and box office keys from Rick.
___2. Coordinate box office daily closing procedures with HM, ABOM, and AS UGA.
___3. Learn how to reload and troubleshoot the printer. The manual is in the bottom right hand draw of the AS UGA desk.
___4. Acquaint yourself with the current box office policies. These can be found in the box office manual, on cardstock in the box office, and on the theatre’s webpage.
___5. Do the walk-around meeting with HM, ABOM, and AS UGA to discuss the Front of House plans for performances and preparing for them. (This usually happens the Monday before opening night.)
___6. Attend pre-work call meeting on March 22 from 4:30 – 5:30 p.m.
___7. Attend pre-tech meeting on April 5 from 4:30 – 5:30 p.m.

**BOM Performance Checklist**

**Before Show:**

___ Dress professionally, but not in the black and white usher uniform.
___ Arrive by 6 p.m. for a 7:30 p.m. performance and 11:30 a.m. for a 1 p.m. performance.
___ Turn on blade light. (AS UGA can show you how.)
___ Perform Daily Closing Procedures except for turning everything off. It is important to do this early because we keep separate reports for the day of a show and the night of the show.
___ Check in with ABOM/BO Helper and Will-Call Attendant to make sure that they are comfortable with and understand their duties.
___ Log into laptop and turn on printer. Make sure that the printer is stocked with sufficient tickets.
___ Check voicemail – return calls and make new reservations.
___ Print unprinted tickets.
___ Make sure that all signs are up and looking neat (such as “Will Call”).
___ Set up call station with the Will-Call Attendant.
___ Check headset with HM and Stage Manager.
___ Have Will-Call Attendant make sure that all ticket orders for the night are in alphabetical order.
___ Count cash box. It should contain $100; make sure that there are plenty of 1’s and 5’s.
___ Sell tickets to patrons! Smile!
___ Hang coats in coat room. (Your ABOM or BO Helper can also do this.)

Updated: January 2013
___Check in regularly with Will-Call Attendant and ABOM or BO Helper.

**During Show:**
___ Count ticket stubs and do nightly report (in Dropbox) with ABOM and Will-Call Attendant. Put ticket stubs in an envelope labeled with the show, date, and the number of tickets. Place this envelope in the top drawer of the black filing cabinet.
___ Count cash box. Leave $100 in the cash box and put the rest in an envelope labeled with the amount is cash and checks and the date. Put this envelope in the top drawer of the black filing cabinet, and lock the cabinet.
___ Put cash box back in cabinet under window and lock the cabinet.

**After Show:**
___ Sign Discovering Theatre cards.
___ Turn off blade light.
___ Leave notes for UGA if there were questions or problems.
___ Shut down computer(s) and lock cabinet.
___ Make sure box office is clean and organized for the next night.
___ Make sure all personal items are collected; lock up box office and coat room.
___ Check in with HM before leaving.