

## THEATRE SUPERVISOR

As a theatre supervisor, my shift begins at 5pm. During the hour before the front of house staff briefing, I'll prepare by reading my emails and making a note of any information that needs to be passed on to the team.

After the briefing, I check all staff are ready in their positions and that the front of house areas are looking their best before we open the theatre to the public.

During the incoming, I ensure the queues to enter the building are well managed, and that everything is going smoothly in the bar areas.

Whilst the show is on I catch up with administrative tasks and answer staff queries.

The interval is incredibly busy for us. One of my key duties at this time is to deal with any issues or complaints that have arisen, resolving them in good time in order to ensure everyone's continued enjoyment of their evening.

At the end of the shift I debrief the staff and discuss things we did well, in addition to areas we can improve on for next time.

I worked as an usher for just over a year before being promoted to the position of full time performance cashier. Several months later I became a cover supervisor, and took on the position full time after two years.

My advice to anyone interested in the role of theatre supervisor would be to learn as much as you can from your supervisors and managers, and to take on extra responsibilities when offered.