

## **Ticket Seller Guidelines**

- Arrive 1 ½ hours prior to show time.
- Wear dark, preferably black, slacks or skirt with a white shirt, blouse, or sweater (no T-shirts).
- Familiarize yourself with concessions prices. (All items are \$1.00 during the week and \$1.50 for shows).
- Upon arrival, make a pot of regular coffee and a pot of decaf coffee. Depending on the size of the audience, you may need to make more coffee. Hot chocolate & cappuccino are made on an individual basis using hot water from the coffee machine.
- Empty the bin on the Keruig coffee machine and become familiar with the steps to make a cup of coffee. The Keruig machine has a display panel with instructions. When brewing coffee, choose the 8 ounce cup size.
- Check the refrigerator to insure that it is filled with water and soft drinks. Replenish if needed. If you can, put the warm ones in the back so the cold ones will be served first. Please don't double-stack soft drinks in the fridge.
- Replenish the snack display if needed.
- Check that napkins, sugar, sweet n' low, and 'Mini Moo' creamers are available for customers. All supplies are on the shelves in the concessions area.
- The key to the concessions cash register can be obtained at the ticket counter. Once the register has been unlocked, return the key to the ticket counter.
- Prior to the show, patrons will often visit the EPAC Cafe to have a beverage or snack while they wait for the doors to open. Therefore, concessions operators should stay in the concession area to help serve them.
- Concessions operators can watch the show once the show begins. Obtain the cash register key, lock the register, and return the key to the ticket counter. The lights in the concession area should be shut off to indicate that the area is closed.
- PRIOR to intermission, the operators should return to the concession area, turn on the lights and make ready for intermission concession sales. Obtain the cash register key, unlock the register, and return the key to the ticket counter.
- Intermission usually lasts about 15 minutes. There is likely to be a line waiting to purchase coffee, water, candy, etc. Please DO NOT attempt to ring up individual sales. Just put the money in the register and give the proper change.
- After intermission, BE SURE that the coffee machine is turned OFF. Do not power off the Keruig machine. Clean up the area, including the tables. Rinse coffee carafes, restock water, soft drinks, and the snack display.
- Lock the cash register and return the key to the ticket counter. Once intermission is over and the concession area is cleaned up and restocked, you can watch the show or leave, whichever you prefer.