

Concessions Procedures

Old Town Playhouse

2024-2025

Upon Arrival: Please arrive with enough time to set up, at least 15 minutes before concessions open. (1 hour before show - 6:30pm for evening, 1pm for matinee.) Check in with House Manager and get cash bag and credit card terminal from Box Office. Double check amount in cash bag. There is a cash box at the concession window that you can use.

Once in the Concession Area: Check that there is at least one full case of water in the OTP fridge. Open the window. Set up display items as shown in image below. They should be located in the sealed tub, and returned to it at the end of the night.

Coffee: Set up and fill the Keurig on the table in the lobby. If there is no table set up already, please do so under the monitor. Tablecloths are located in the boiler room, off of the multi-purpose room, in the cabinet to the right as you go down the stairs. Place the following at the table: Stirrers, napkins, sugars, creamers and a trash can. Patrons will purchase their K-cup and get their cup/lid at the window. A pitcher of water is a good idea for refilling. Ushers will monitor coffee during intermission.

Using the Credit Terminal: From the “Checkout” tab, scroll to the concessions items.

- Snacks (Chips, popcorn) \$2
- Candy (Candy bars and trail mix) \$3
- Water \$2
- Tea \$3
- Coffee \$2
- Donate \$1
- Donate other amount

Add items to order. Ask if they would like to add a \$1 donation to their purchase, add if so. Press “Review” at bottom of screen. Confirm, then Tap/Insert/Swipe.

Cash: No need to use terminal for cash sales. Make correct change from cash box.

At Start of Show: If you choose to watch the show in the auditorium, close the window. Return approximately 5 minutes before intermission to reopen the window.

At Intermission: Complete sales as described above.

At end of Intermission: Put all cash in the cash bag. Deposit cash bag through the drop slot in the wall next to the Business Office door. Return credit terminal to Box office. If any items are particularly low, let the Concessions Coordinator know, especially on Sundays. Restock water bottles if necessary. Close all boxes. Return display items to sealed tub.

Once these things are complete, you are free to leave or watch the second act.

General setup guidelines:

Place display items in rack similar to image.

Stock fits nicely on the side table

Water and Tea are in the fridge labeled for Staff use, in the adjoining room

Coffee station should look similar to image below

