



# Finding Opportunities

## USHER TRAINING

### SUPPORT OTHERS & MAINTAIN CLEANLINESS

Ushers, as you'll recall from previous modules, have an extremely important role in customer experience. From ticket-tearing to theater checks, ushers are often the only touchpoint that customers will have with theater employees. In those moments between your usual usher duties, be sure that you are seeking out opportunities to further maximize the customer experience.

**SUPPORT OTHERS.** If you've already completed your usher duties, you should take every opportunity to support your peers. Help the point-of-sale team restock their inventory, tidy up the break room, or ask your manager what needs to be done.

**MAINTAIN THEATER CLEANLINESS.** Ushers have the most freedom to move all around the theater, which means you'll probably be the first one to stumble upon a mess or a mishap. It's your responsibility to clean hallways, restrooms, storage areas, and any other parts of the theater if your high-priority usher duties are already taken care of.

In short, there should never be a dull moment in the life of an usher! Always be looking for meaningful ways to improve the customer experience.

Find opportunities around the theater to deliver an exceptional experience.

