



Theater Duties

USHER TRAINING

THEATER CLEANLINESS

It's your job to clean each auditorium between every movie. Once customers have left the theater after their movie, make sure the following are true:

1. **ARM RESTS** are all down, and all chairs are up.
2. **AISLES, STAIRS AND ROWS** are all thoroughly cleaned.
3. **TRASH** has been changed.
4. **FRONT AND HANDICAP SECTIONS** have been double-checked for cleanliness.
5. **3-D BINS** are not full.

Use the directions and details below to guide you through theater checks

THEATER CHECKS

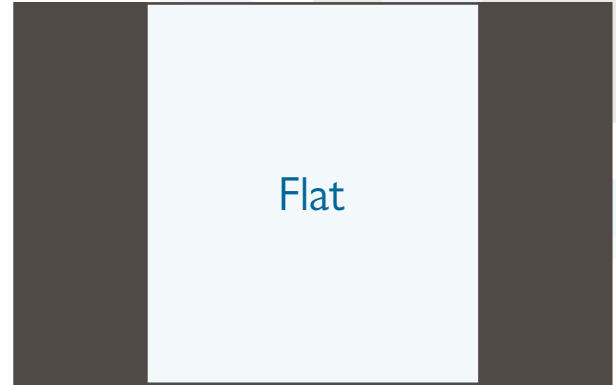
Theater checks are done every hour on a rotating basis. For every hour, a different usher is responsible for completing the checks. For shows that start within their assigned hour, you need to be in the theater within in the first five minutes. We want to catch mistakes as soon as possible. When performing a theater check, you need to look for a number of things:

1. **PICTURE QUALITY:** This one is pretty simple— make sure the movie looks good on the screen.
2. **SOUND QUALITY:** Listen carefully to decide if the volume level is appropriate in the theater, and make sure there are no issues with the sound quality.
3. **LIGHTING:** Make sure the lighting is completely turned down when the feature film is playing. If you're checking the theater in between movies, or during previews, make sure the lighting level is correct for those time frames too.
4. **CROWD:** Take a look at the audience and make sure no one is misbehaving, on their phones, or recording the film they're watching.
5. **MASKING:** Masking is expanding or shrinking the borders of a theater screen so that the dimensions of the film fill it exactly. It's a crucial element of theater professionalism and integral to the experience of seeing a movie on the big screen.
6. **TEMPERATURE:** Take note of the temperature in each auditorium and make sure it's at a comfortable level. The season, size of the crowd, and size of the theater can all impact the temperature— adjust accordingly.

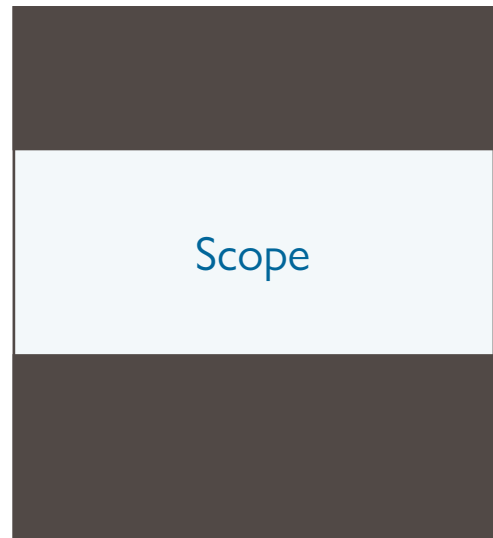
MORE ABOUT MASKING

Know what “flat” and “scope” look like on screen. “Flat” looks more like a square, “scope” looks like widescreen. After a while, you will recognize them easily, but below are all the different scenarios for masking to help you get used to them.

IN A CURTAIN THEATER



IN A GUILLOTINE THEATER



HOW TO CHANGE MASKING

Curtain Theaters: use the drawstring located on each side of the screen.

Guillotine Theaters: pull up or push down on the center of the bottom curtain (you will feel a rail).

THEATER REMINDERS

Theater checks need to be recorded on both the big sheet at the usher stations, as well as the individual theater check card in each theatre. Spare time should be spent cleaning theaters, lobby, or bathrooms.

PRACTICE CHECKLIST

Theater Cleanliness

TASK	PRACTICE THEATER 1	PRACTICE THEATER 2	PRACTICE THEATER 3
1. Arm rests are all down, and all chairs are up.			
2. Aisles, stairs and rows are all thoroughly cleaned.			
3. Trash has been changed.			
4. Front and handicap sections have been double-checked for cleanliness.			
5. 3-D bins are not full.			

Theater Checks

TASK	PRACTICE THEATER 1	PRACTICE THEATER 2	PRACTICE THEATER 3
1. Picture Quality Make sure the movie looks good on the screen.			
2. Sound Quality Ensure the volume level in the theater is appropriate, and make sure there are no sound quality issues.			
3. Lighting Make sure the lighting is completely turned down when the feature film is playing. Make sure the lighting level is also correct between movies, or during previews.			
4. Crowd Make sure no one in the audience is misbehaving, on their phones, or recording the film they're watching.			
5. Masking If necessary, expand or shrink the borders of the screen so that the dimensions of the film fill it exactly.			
6. Temperature Make sure the temperature in each auditorium is at a comfortable level.			