

USHER

Cleaning the Theatre



At our theatre, Ushers have the responsibility of keeping the theatre clean and sanitary. This essential duty keeps guests safe and happy, while maintaining our theatre's image as a reliable place to enjoy the movies. Let's walk through the different areas of our theatre, take an in-depth look at cleaning protocol, and learn about essential sanitation products. In order to maintain theatre cleanliness, you'll have to keep an attention to detail and remain consistent.



THE LOBBY

The lobby is the first area customers will enter when they arrive at our theatre. A clean and sanitary lobby will make sure their first impression of our theatre is a good one.

SWEEPING: Floors should be swept at the end of the day with a broom and dustpan. Doing this ensures that dirt, dust, and other grime doesn't pile up and create dirty-looking floors.

DRY MOPPING: Mopping is essential for keeping tiled floors clean. At our theatre, we utilize the dry mopping technique. To do this, grab your mop and a clean bucket of hot water and cleaning solution. Begin by plunging the mop into the water, and then ring out all the liquid. Now your mop is clean, but damp, and ready to pick up dirt and debris on the floor. Repeat this process, using wide strokes, until the floor is clean.

SPILLS: If a spill occurs on the tiled floor, use the mop, bucket of clean water, and solution to sanitize the area of the spill. For spills, you'll use the mop normally, instead of the "dry mopping" technique.

BEST PRACTICES: Let's go over some basic practices for keeping the lobby clean and tidy. Trash bins should be emptied at the beginning and end of your shift. Make sure nothing is blocking exits in any area of the theatre. Finally, be on the lookout for any electrical equipment - such as light bulbs in the exit signs - that look to be broken or damaged, as well as any items that appear out of place.

HALLWAYS

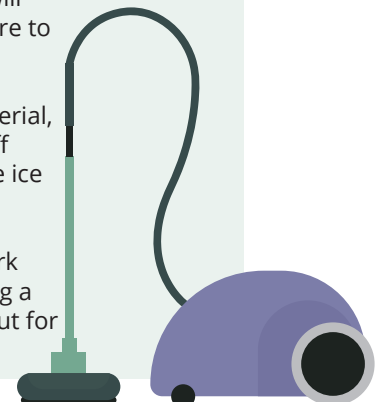
Our guests interact with our hallways when they go to and from their movie. The long walkways are usually more clean compared to other areas of the theatre, but there's still plenty of opportunity for mess to happen.

VACUUMING & SPILLS: It's important to vacuum all carpets and walkway mats daily. This is important for any carpeted areas of the theatre, not just hallways. If you notice a spill on the carpet, clean it up with a carpet cleaning solution.

BIOHAZARD MATERIAL: In any area of the theatre, if you see biohazardous material - that is, human blood, fecal matter, or vomit - make sure it's cleaned right away. Your managers will have specific protocol depending on what kind of biohazard material is present - so be sure to understand the best methods of cleaning.

GUM REMOVAL: It's rare, but guests may sometimes discard their gum, or other sticky material, in areas like the carpet or walls. In order to remove it, use a scraping tool until it comes off clean. It's possible such messes may require hot or cold agents to loosen the material, like ice or hot water. It's best to ask your manager how to deal with sticky situations like this.

BEST PRACTICES: Since the hallways are full of guests navigating their way in and out of dark theatres, be mindful of where you're cleaning. This is especially important if you're treating a spill or material that will take a long time: consider putting up a caution sign, and watch out for any guests that come your way.



RESTROOMS

The Restrooms are areas where customers are most likely to be sensitive about hygiene and cleanliness: for good reason. As an Usher, you should inspect restrooms multiple times throughout your shift.

SOAP & PAPER PRODUCTS: Make sure all restroom supplies - especially soap, toilet paper, and paper towel - are well-stocked.

COUNTERS & MIRRORS: Restroom counters and mirrors should appear clean and sanitized throughout the day. Ensure the counters contain no spills or excess water and that the mirrors are smudge-free.

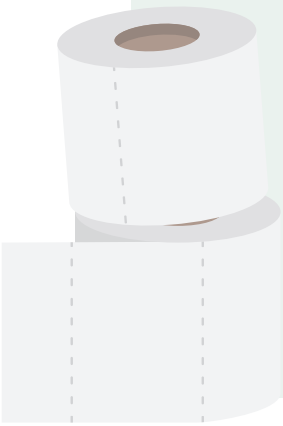
TRASH: Make sure trash bins in the bathroom are routinely emptied, as they fill up frequently throughout the day.

TOILETS & URINALS: While the janitorial staff will do deep cleans of restroom appliances at night, make sure that there are no clogs or blockages in the toilets and urinals. At the end of the day, all restroom appliances should be sanitized with a cloth and cleaning agent.

SANITIZE: Along with toilets and urinals, make sure to sanitize handrails, door handles, faucets, and any other guest touchpoints in the restroom at the end of the day.

FLOORS & WALLS: At the end of the day, wipe down the restroom walls with a cloth and cleaning agent and mop floors with a disinfecting solution. You should clean the bathroom first before you begin disinfecting the restroom floors. As you mop, work your way from the back of the restroom to the exit, ensuring that every area of the floor is clean.

GENERAL PRACTICES: Be on the lookout for mold in the restroom, and repair leaking pipes and faucets immediately. It's possible biohazard material may be present in the bathroom, so make sure you know how to properly address these spills, too.



CUSTOM STATIONS

Custom Stations - like those for soda, butter, and condiments - are areas where guests will prepare their concession items. Like the restrooms, these stations must remain clean and sanitary so guests can safely enjoy their food and drinks.

REFRESHMENT STATION: Refreshment stations can easily build up dirty and sticky residue. Throughout the day, clean these areas with a rag and cleaning agent. Be sure to wipe down all exterior areas of the stations and do this when guests aren't present.

SODA HEADS: Individual soda heads must be cleaned at the end of the day in order to remain sanitary and perform well. Each head detaches into two parts: the exterior nozzle and the interior diffuser. Once you detach these parts, allow them to soak in a container of carbonated water overnight.

BUTTER & CONDIMENT STATIONS: Make sure the butter & condiment stations are restocked and clean. You can use a cloth and disinfecting agent to clean and sanitize these areas.

STRAWS & NAPKINS: It's important to keep straw and napkin stations orderly, clean, and restocked. Guests sometimes stock up on these items and they often run out.

BEST PRACTICES: At any station, you should address spills right away. Generally, you can clean up spills with a cloth or rag and a disinfecting agent. At the end of the day, hot water should be poured down the drain of any water machines, like soda and slushie stations.



