



# Usher Training

After completing the eLearning, your Usher trainees will be ready to collaborate with you in some real-world training and examples.

## YOUR ROLE IN THE LEARNER’S EXPERIENCE

In a short series of eLearning modules, your trainee learns about how important Ushers are in every customer’s experience at the theater. Every single customer interacts with an Usher at the ticket-tearing station, and the Usher directs them to their movie. After viewing the eLearning modules, trainees should be familiar with their basic duties as an usher—both in the auditoriums as well as around the entire theater. They should also have an understanding of the Usher’s role in customer experience.

The eLearning modules can introduce trainees to their duties, but only you can provide them with real-world experiences to parallel the learning.

The following are some examples of how to support Usher trainees after they complete the Usher training modules:

- **Shadow an exceptional Usher alongside your trainee.** Use this as an opportunity to provide an existing Usher with meaningful feedback and development opportunities, and you can also point out best practices for your trainee.
- **Encourage your trainee to select more seasoned Ushers to shadow during slower times around the theater.** This prompts your trainee to choose peers as mentors, and gives them a chance to get to know their coworkers.
- **Provide a list of best practices for Ushers at your specific location, or for your trainee’s specific shifts.** In the time between ticket-tearing and theater checks, Ushers are encouraged to find opportunities around the theater to improve the customer experience. Complete the template below and share it with your trainee to help them prioritize their responsibilities.

**USHER PRIORITIES FOR LOCATION:** \_\_\_\_\_

Shift Timeframe	Top Priority	Priority 2	Priority 3	Priority 4
	TICKET TEARING AND THEATER CHECKS			