

Anonymous

Prof. Chris

ENGL 1120

9/14/22

Ushers Are People Too

People who work at the movie theater are people too. They are not robots, who have unlimited energy. Most people think I know every detail about my job. They believe I know where everything is and know how to do everything, they also believe I know what to tell the customer if they don't know anything. Some people believe that ushers can clean up a big mess in ten seconds then run to the next theater to clean another big mess. The people that usually believe this nonsense are the customers and sometimes my coworkers. I want to tell them that I am a person too and I cannot do all these impossible things and I don't know everything, and I don't think I will know everything for years. I know some people at my job, and they still don't know every single detail about their job and I nor anybody else should expect them to.

Ushers don't know every detail about their job. I've worked part-time for six months, and I still do not know what we get half-off. After years, I hope I don't work there for years; and I still don't expect to know every detail about my job. When people ask me something I don't know, I usually get someone who would know the answer but if no one is around, I try my best to answer on my own. I don't really get the answer right, but I really try. One time while I was finishing cleaning up a theater, I am always the last one out because I clean slowly, two brothers came in and asked me, "Can we come in and sit down?" I didn't really know what to say, so; I just said "Sorry, not yet." I walked out, and the same two brothers came up to me and said, "Can

we go in now?" I said, "Sorry, no." I told the boys the same answer because there was no one around to ask if they could go in or not. A few minutes later I went into a theater with two other ushers in it and told them what happened. They said I should've let them sit down if I was already done cleaning, which I was. I had no idea and there wasn't anyone around to ask. Ushers don't know everything, but I learned that if the theater is done, let people in. If they came a second time now, I would let them in the theater with what I know now.

They believe ushers know how to do everything in the movie theater, no help needed but I don't know how to do some things like concessions nor cleaning the soda parts, but I have other ushers to help me to teach me how. While I was working concessions, its practically cashier, I still didn't really know how to work the register or really do anything; besides filling the popcorn, even though I wasn't that good even at that, but I had a great teacher. On the second day, a co-worker took me and said, "Take this person's order!" I was dumbfounded. The older couple said, "We have a coupon," I didn't know how to put that in. I asked someone and luckily, they helped me, but then they walked away, and I still didn't know how to do the rest. I looked over and everyone else was busy. I just kept asking the usual questions, "Which theater?" And "Real butter or theater butter?" It was finally over though it seemed like hours. About ten minutes later, the same couple came over and said, "The person took us to the wrong movie. It started half an hour ago. It was that girl." They singled me out and I wanted to crawl into a hole and die. It was so embarrassing. Luckily, another concessions person came and told them that they'll help them. Ushers do not know how to do everything in the theater, I really don't know how to do concessions, at least some bits and I'm still learning as an usher. As someone who's still learning, I know how to do the most important part of my job, cleaning and helping others, which people sometimes take advantage of.

People believe that they can leave a gigantic mess and we will be fine with it and pick it up in ten seconds, which we cannot. A few weeks ago, I was cleaning a row in the theater, and I noticed a big spill of popcorn. It was probably a large popcorn and I had to clean it up, so I groaned and cleaned. There were also cups in the cupholders, obviously; which is also annoying. It took me about two minutes to clean up the big spill. There was one more time when someone spilt soda and butter, I think, which took me about ten minutes. I would have grabbed the mop but one, I did not want to drag the mop up the stairs and two, I did not really know how to work the mop. Some people believe ushers can clean up a gigantic mess in ten seconds, so they just leave it there. Sometimes they do accidentally spill something, but there are other things that they can clean up by themselves like I have seen popcorn in the cupholders or leaving cups and popcorn buckets which is annoying to throw away because I don't want to throw away garbage in the middle of my job.

Customers might stop me when I am working and ask me something even though I'm busy, and I may even look busy. I was on my way to a theater, I had to rush because another one was going to go out soon too, a person asked me to refill his popcorn. I couldn't ask for any of the concessions because it was rush hour and they were terribly busy. I was busy, but it would take about 2 minutes, so I rushed to fill it. Then quickly went to my theater then went to the next one with the other usher to help me, I did not want him to do it alone. It was not a good opportunity to ask me for something. If I finished and wasn't going somewhere, they could ask me whatever they wanted.

Ushers, including me, don't know every single detail about our job, I also don't know how to do some things like soda parts or concessions. People leave gigantic messes and expect ushers to clean it up in ten seconds, be fine with it, then move on to the next mess. While some

of us are busy and may even look busy, people may stop us in the middle of doing our job.

Rather than getting mad at people for what they are doing, I'll have a perspective of others and what they think of ushers. People who work at the movie theater are just like you except we know about the theater.