

Personal Care and Service

Ushers, Lobby Attendants, and Ticket Takers

Ushers, Lobby Attendants, and Ticket Takers assist patrons at entertainment events by performing duties, such as collecting admission tickets and passes from patrons, assisting in finding seats and searching for lost articles. They help patrons navigate the building by locating facilities such as rest rooms and telephones. They are vital to the efficient running of both large and small events because they organize and direct crowds so that there is minimal confusion.

Ushers, lobby attendants, and ticket takers may be involved in selling, collecting, and authenticating tickets or passes from patrons attending entertainment events. Another of their common responsibilities is counting and recording the number of tickets collected. They are often the first to greet attendees and are usually responsible for providing assistance to guests with mobility difficulties. At many events they are also in charge of distributing programs. Other duties may include guiding patrons or providing instructions in the case of an emergency, ensuring that safety rules are followed, and generally assisting patrons to their desired location or seat. In order to perform these jobs a person must be able to communicate effectively with patrons, coworkers, and supervisors as well as have a thorough understanding of the layout of the event venue or building.

Work conditions are generally indoors at places such as play and opera houses. Some ticket takers may work at outdoor events. They occasionally have to deal with aggressive people or undesirables and refuse admittance to people without tickets. Long hours are commonly spent on foot and there is a lot of interaction with individuals. There are often many staircases to be repeatedly climbed while seating patrons when seating is assigned. It is sometimes necessary to navigate the dark if seating patrons after a show has started. Hours depend on the schedule of events at the venue where the usher, lobby attendant, or ticket taker works. Work is often in the evening until late at night as this is when entertainment events are generally held, working on weekends is very common.

Education/Training

How to Obtain:

Some employers may require a high school diploma or General Education Development (GED) certificate, but generally little or no education or prior work experience is required. Training is generally on-the-job, and may involve working initially with a supervisor, reviewing manuals or written instructions, or attending a training program.

Average Costs:

On the job training is generally free as employees learn their duties through informal mentoring.