

Cinema or Theatre Assistant

Cinema or theatre attendants, also known as ushers, work in the foyer and auditorium of a cinema or theatre. They sell tickets and refreshments, control access to the theatre and auditoriums, show people to their seats and clean the cinema or theatre.

The Work

You could be:

- answering phone enquiries and taking bookings in advance, using a digital map of the auditorium to find vacant seats
- selling tickets before the performance starts
- checking tickets and showing people to their seats
- selling programmes and refreshments in the auditorium, handling money, while standing and balancing a tray strapped to your shoulders
- making sure people remained seated throughout the performance
- supervising the auditorium during the performance, dealing with disputes over seating and confronting anyone who is causing a disturbance
- serving hot and cold food and drinks from a kiosk in the foyer and alcoholic drinks from a bar
- displaying and pricing stock in kiosks and vending machines and counting the cash at the end of the day
- cleaning and tidying the auditorium, foyer, toilets and other areas at the end of each performance.

Pay

The figures below are only a guide. Actual salaries may vary, depending on:

- where you work
- the size of the company or organisation you work for
- the demand for the job.

Starting pay is often based on the National Minimum Wage (NMW) or the National Living Wage (NLW).

As of 1 April 2022 the National Minimum Wage is £6.83 an hour for workers aged 18 to 20 and £9.18 an hour for workers aged 21 to 22. The National Living Wage is £9.50 for workers aged 23 and over. Some assistants can earn around £8.00 an hour.

Conditions

- You could work in a small local theatre or cinema, a large city theatre, a multi-screen cinema, a concert hall or a large arena.
- You would work mostly in the afternoons and evenings (sometimes until about midnight) and at weekends.
- Part time work is common.
- In some places, such as holiday resorts, the work may be seasonal.

- You may be walking up and down steps and tiered seating areas.
- You would usually wear a uniform, which the employer will usually provide.

Getting In

- You do not need formal qualifications, but you should be able to handle cash and give change.
- You will probably need IT skills to book tickets and to record sales.
- It helps to have customer service experience.
- In most cinemas you have to be over 18 as you will be present while over-18 films are showing. You also need to be over 18 to serve alcoholic drinks.

What Does It Take

You should be:

- polite and helpful
- confident
- honest
- patient and tactful – when dealing with the occasional difficult customer
- calm in dealing with emergencies
- able to do basic arithmetic in your head
- able to work as part of a team.

You should have:

- good stamina
- a flexible attitude – to do a variety of different jobs
- a smart appearance.

Training

- Training is on the job, working with more experienced attendants.
- You will also receive training in health and safety and emergency procedures.
- You may be able to work towards a relevant SVQ such as Customer Service.

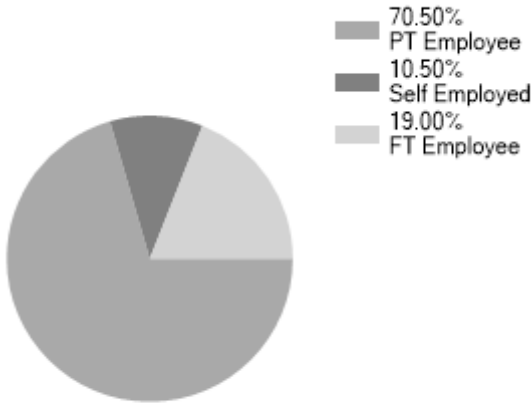
Getting On

With experience, and depending on your venue, you could move on to become a cashier, team leader or manager. See job profile for [Cinema or Theatre Manager](#).

Contacts

Statistics

Employment Status UK %

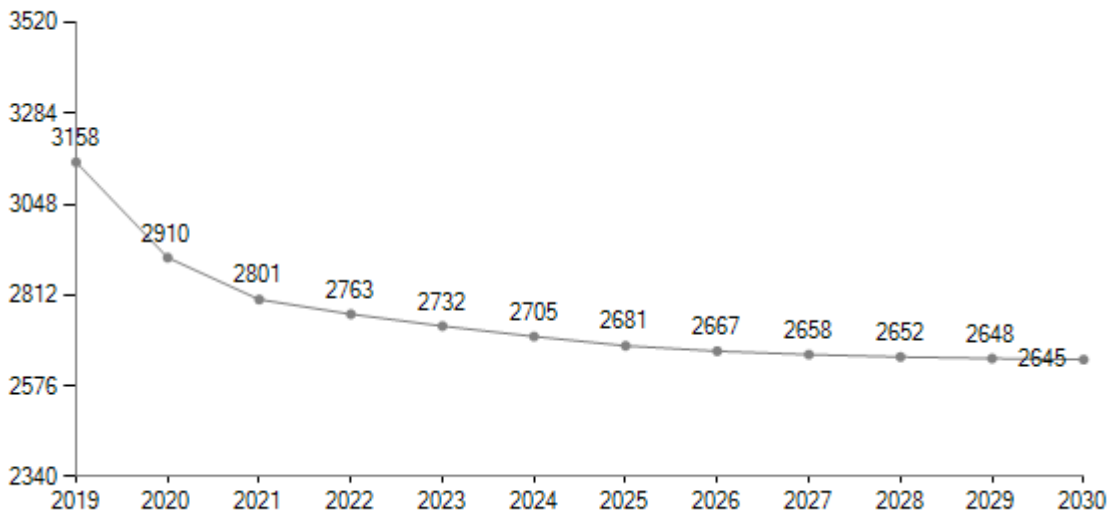


Past Unemployment - Scotland

No statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)