

Essay Question: What is the most important lesson you learned while working at the theatre that you think will help you throughout your life?

Working at Allen Theaters for over seven years now, I have seen and experienced a lot. From angry customers to workplace communication to incompetent workers, there is so much I have experienced. I think the biggest thing I can take away from this job is to always have a great attitude with whatever you are doing. Being one hundred percent happy and positive all the time is pretty hard for all of us, but it pays off. Whether that is referring to customer service or with my fellow co-workers, attitude can sometimes make or break the shift.

Working in a theater where large amounts of people are constantly coming and going through out the day means you are speaking to and helping several hundred people almost every shift. Having a great attitude while customers who are ordering their snacks, candy or tickets just makes every interaction that much better. As with all customer service jobs, and just everyday life, no one wants to be greeted by a stranger with a scowl or in hostile tone of voice. Greeting customers with a smile, making conversation can lead to a positive outcome where customers will feel welcomed. It can lead them to be more receptive to sales and spend maybe just a little more money which benefits the whole company. If you greet customers angrily or with a rude demeanor, you can possibly end up with arguments between the customer, they may not feel welcomed and just puts everyone in a bad mood.

Not just with customers, but your attitude and the way you treat your co-workers has a huge impact on shift. If you work with someone who is complaining all the time, who is putting others down or being rude to everyone, or not doing their job and pushing it off onto everyone else can negatively affect your co-workers. It just makes the time everyone is working together feel unbearably long. If you approach with a positive attitude, it just makes things run smoothly. If no one is rude to each other, offers help to each other, these tasks you have to do through out the day can often be completed very quickly and efficiently. You can even make new friends if you are working with the same people often. It creates a sense of reliability between everyone so that you can count on each other to help out or that managers can delegate tasks to everyone with confidence the jobs will get done. It makes the shift run effectively.

I think this is a huge thing to bring into your adult life and career. Everything I talked about I believe can work in any type of field. Life is all about meeting people and making connections, if you cannot bring a good attitude, you can set yourself up for failure in life. It is something I try to use everyday and will continue to use in my future.