

Submit To:	OPS	CHANCE	SHARON	SHERRY	KAYLEE	BRADLEY	ROSS	MORGAN	TAMMY	CORRY	FRONT DESK	STEVE	GM	MGRS
Email/Report(s)	Payroll Associate	VP of Accounting	Accounting	Staff Accountant	Staff Accountant	Accounting Supervisor	HR Manager	Marketing Coordinator	Admin. Assistant	Attorney				
<b>Name: Guest Incident Report</b>	<b>Goes To:</b> YES	YES												YES
Due: Within 5 hours of Occurrence	<b>Subject line:</b> Theater Name, Incident Report, Date, Name or Person making the claim (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Occurrence	<b>Delivery:</b> Emailed from theater's email address													
	<b>Notes:</b> EMAIL TO: InsClaims@mcgriffinsurance.com and Copy all other recipients on that email. If individual refuses to give name then in place of "Name" type "Name Unknown"													
<b>Name: Workers Comp Report</b>	<b>Goes To:</b> YES	YES							YES					YES
Due: Within 5 hours of Occurrence	<b>Subject line:</b> Theater Name, Workers Comp Report, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Occurrence	<b>Delivery:</b> Emailed from theater's email address													
	<b>Notes:</b> Refer to Manager's binder for procedure and notify all parties listed.													
<b>Name: Nightly Email</b>	<b>Goes To:</b> YES	YES			YES	YES				YES	YES		YES	YES
Due: 6AM EST the Next Day	<b>Subject line:</b> Theater Name, Nightly Email, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Nightly	<b>Delivery:</b> Emailed from theater's email address													
	<b>Notes:</b> Consult the Nightly Email SOP for requirements and Follow all Notes/Instructions on the Nightly Excel sheet. Always explain anything that happened during the day on the excel sheet and in the body of the email.													
<b>Name: Weekly Social Media</b>	<b>Goes To:</b> YES	YES								YES			YES	YES
Due: Monday by 5pm EST	<b>Subject line:</b> Theater Name, Social Media Review, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Weekly on Monday	<b>Delivery:</b> Emailed from theater's email address													
	<b>Notes:</b> Use the Excel sheet for the Report. Create a Word document to copy and paste all new comments for corp review. In the body of the email paste any negative comments from the reviews and provide a response and corrective action for those negative comments. Must be submitted Monday by 5pm EST.													
<b>Name: Film Schedule</b>	<b>Goes To:</b> YES				YES	YES								
Due: 11AM EST Tuesday (unless noted)	<b>Subject line:</b> Theater Name, Film Schedule, Date (first day of new schedule. Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: When New Bookings are received	<b>Delivery:</b> Emailed from GM's email address													
	<b>Notes:</b> GM should submit to OPS by 11AM EST on the Tuesday (unless otherwise noted). Follow the rules and guidelines from the FILM SCHEDULE SOP.													
<b>Name: Manager's Schedule</b>	<b>Goes To:</b> YES								YES					YES
Due: 3PM EST Tuesday	<b>Subject line:</b> Theater Name, Managers Schedule, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Weekly on Tuesday	<b>Delivery:</b> Emailed from GM's email address													
	<b>Notes:</b> Manager's schedule will run from Friday to Thursday. No response from corp does not imply approval of submitted schedule. Any variations or deviations from required schedule must receive prior written approval. GM is responsible for this schedule. PDF version must be submitted Tuesday by 3pm EST													
<b>Name: Weekly Invoices</b>	<b>Goes To:</b> YES			YES	YES	YES	YES							YES
Due: 6AM EST Friday	<b>Subject line:</b> Theater Name, Invoices, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Weekly on Thursday	<b>Delivery:</b> Emailed from theater's email address													
	<b>Notes:</b> Approve and scan all outstanding invoices. Any F&B/Conc invoices should have the corresponding Receipts by PO Report following the invoice on the scan. Keep a complete copy on site. Send Originals with Weekly Packet on Fridays. Make sure this is completed after 5PM and after mail has been checked. Invoices should be scanned in the same order as they appear on the form. All CREDITS should be listed as a negative entry ( - \$0.00)													
<b>Name: Weekly Conc Period Report</b>	<b>Goes To:</b> YES				YES	YES				YES	YES			YES
Due: 6AM EST Friday	<b>Subject line:</b> Theater Name, Conc Period Report, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Weekly on Thursday	<b>Delivery:</b> Emailed from theater's email address													
	<b>Notes:</b> Provide Copies of ALL Concessions/F&B Invoices, Packing Slips, Credits, including copies of their corresponding Receipt by PO, along with Sellable Stock Take Report, Non-Sellable Stock Take Report, Weekly Stock Audit, Period Concession Sales by Product and Handwritten Count Sheets. Provide copy in Weekly Packet. This email should have minimum 6 attachments. (4) Jacro Reports & (2) scan of all supporting documents.													
<b>Name: Weekly Petty Cash</b>	<b>Goes To:</b> YES			YES	YES	YES	YES							YES
Due: 6AM EST Friday	<b>Subject line:</b> Theater Name, Petty Cash, Date, \$0.00 (amount requesting) (Use this format for the date: 1.1.15) (Never use "-" as separators)													
Frequency: Weekly on Thursday	<b>Delivery:</b> Emailed from theater's email address													
	<b>Notes:</b> Email version all receipts should be scanned and delivered in "portrait" mode. Complete printed copy kept on site. Originals shipped with Invoices to Corporate with Weekly Packet on Friday. If you have receipts totaling less than \$50.00 submit a blank report and in the subject line the amount requesting would be \$0.00.													



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				Payroll Associate	VP of Accounting	Accounting	Staff Accountant	Staff Accountant	Accounting Supervisor	HR Manager	Marketing Coordinator	Admin. Assistant	Attorney			
<b>Name: Maintenance Issues</b>	<b>Goes To:</b>	YES											YES	YES		
Due: Once completed	<b>Subject line:</b>	Theater Name, Maintenance Issue, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: As needed	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	Any major maintenance issues including but not limited to plumbing, seat repairs, electrical issues which manager on duty is unable to repair will need emailed to operations and gm. Include any detail such as model numbers and pictures. <b>This does not include HVAC.</b>														
<b>Name: HVAC Issues</b>	<b>Goes To:</b>	YES											YES	YES		
Due: Once completed	<b>Subject line:</b>	Theater Name, HVAC (plus location ex. HVAC Theater 3, HVAC Lobby), Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: As needed	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	Any issues involving HVAC will need emailed to operations immediately. For emergencies (example no heat or AC) if you do not hear back within 1 hour, call your GM or Area Supervisor for further instructions. When sending email include what the issue is, where the location of the HVAC unit is (such as theater 3) and your recommendation if you need to shut that theater down.														
<b>Name: Booth Issues</b>	<b>Goes To:</b>	YES											YES	YES		
Due: Once completed	<b>Subject line:</b>	Theater Name, Booth Issue (plus location ex. Booth Issue Xtreme House 1), Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: As needed	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	Any issues involving projectors not working will need emailed to operations immediately. If you do not receive a response within 1 hour, call your GM or Area Supervisor for further instructions. When sending email include what the issue is, any messages on the projector, where the location of the projection unit is (such as theater 3) and your recommendation if you need to shut that theater down.														
<b>Name: Guest Issues</b>	<b>Goes To:</b>	YES											YES			
Due: Once complete	<b>Subject line:</b>	Theater Name, Guest Issue, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: Occurrence	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	If you encounter a guest who is not satisfied with how something is handled, or you needed to remove a guest from an auditorium you need to send an email to OPS and GM detailing what happened. Include date, time and location of video. While this does not excuse the issue, it will certainly help prepare for comments the guest might make.														
<b>Name: Received Legal Documents</b>	<b>Goes To:</b>	YES	YES										YES	YES		
Due: Upon arrival	<b>Subject line:</b>	Theater Name, Received Legal Documents, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: As needed	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	Any legal documents received at the theatre must be scanned and emailed to Steve Wilson and copied to Chance, HR, OPS, and the GM. This must be done immediately upon receipt of any legal documentation, no exceptions.														
<b>Name: Power Outage and PRJ Interruptions</b>	<b>Goes To:</b>	YES											YES	YES		
Due: Once completed	<b>Subject line:</b>	Theater Name, Power Outage, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: As needed	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	Follow the SOP for Power Outage and Projection Interruptions that should be in your Manager's Binder														
<b>Name: Tax Exemption</b>	<b>Goes To:</b>	YES	YES					YES	YES							YES
Due: Prior to approval	<b>Subject line:</b>	Theater Name, Tax Exemption, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: As needed	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	Follow the SOP for Tax Exemption Procedures and Instruction that should be in your Manager's Binder														
<b>Name: Unopened Case Count Verification</b>	<b>Goes To:</b>	YES											YES	YES		
Due: Once completed	<b>Subject line:</b>	Theatre Name, Unopened Case Count Verification, Date (Use this format for the date: 1.1.15) (Never use "-" as separators)														
Frequency: As needed	<b>Delivery:</b>	Emailed from theater's email address														
	<b>Notes:</b>	Follow the SOP for Unopened Case Count Verification that should be in your Manager's Binder														
	<b>Goes To:</b>															
	<b>Subject line:</b>															
	<b>Delivery:</b>															
	<b>Notes:</b>															