

SOP – Advanced Showtime Ticket Scheduling

Advanced showtimes will be sent from the corporate office from time to time. When these showtimes are received, you must follow the instructions given, place them up for sale, and push them to the web. Once a notice is given for the tickets to go live online you will have 1 hour to get them scheduled and pushed to the website, no more. Operations or Marketing should never have to ask why they are not up after that. If new managers are working who are not familiar with scheduling it is the responsibility of the GM to get this taken care of, whether by scheduling someone who has been trained or coming in themselves to make sure they are up within the required time. In the event that tickets are required to go up for sale and there are no managers in the building, you will have 1 hour after your doors open for business to get the showtimes scheduled and pushed to the website. Occasionally there may be a super blockbuster that we must get tickets up for sale which could require someone to be at the theatre during off-hours to schedule. In the event this ever happens, we will give advanced notice so the GM can make arrangements for either themselves or an available manager to be there to schedule the performance and push the times to the web. Getting tickets up for sale is very important for our business, some customers do not care about loyalty and if they do not see tickets up at their normal theatre they will move on to our competitor. It is imperative that you get these up once instructed so we are not missing out on ticket sales.