

## **Billy Geltmaker**

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**From:** Billy Geltmaker  
**Sent:** Tuesday, February 23, 2016 12:57 PM  
**To:** Blankenbaker 14 Theatre; Brandywine 14 Theatre; Northgate 14 Theatre; 'howell14@xscapetheatres.com'; keving; marcush@xscapetheatres.com; Jason Beck (JasonB@XscapeTheatres.com); Terrence Johnson  
**Cc:** 'sbgwell (scottb@patokacapital.com)'  
**Subject:** SOP - Birthday Party Room Rental Emails  
**Importance:** High

SOP – Birthday Party Room Rental Emails

Going forward all Birthday Party Room Rental emails will be your responsibility to answer when received and will be answered within 24 hrs. If you will be communicating with the customer through email you must BCC Scott and Billy (me). If you communicate with the customer over the phone you must forward the email received through the website to Scott and I informing us that the customer has been contacted. If I do not received confirmation within 24hrs I will follow up “once” through email. If confirmation is not received in 48 hrs. next will be a phone call.

Please place this new SOP in Section 3 of your Binders after the SOP for Application retention

Thanks,

**William Geltmaker**

**District Manager**

825 Northgate Blvd. Suite 203

New Albany, IN 47150

812-945-4006 ext 111

[billyg@patokacapital.com](mailto:billyg@patokacapital.com)

[www.xscapetheatres.com](http://www.xscapetheatres.com)

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