

SOP: Communication (Email) – 8/15/2015

If used properly, email allows us to communicate effectively and work efficiently. To that end, and in order to keep all managers informed, directive emails from the corporate office will be sent to the general theater email and the General Manager's email. The theater's email (i.e. BW14@PatokaCapital.com) should be open on the manager's station and left open while there is a manager on duty.

Email should be:

- Checked at a minimum of once an hour by on-duty manager;
- Replied to promptly, even if you do not know the answer and are not the responsible party, and followed up on if necessary. For the purpose of this policy, promptly is defined as 2 hours or less;
- Organized in folders for future reference;
- Reviewed by off-duty managers when they return to work at a minimum of the first hour of your shift.

At each location, Patoka Capital furnishes the General Manager and Managers with an email account and management is responsible for staying current with all email communications including the theater email account.

Emails should always be responded to in a timely manner.

- If an hourly manager receives an email during their off time then it is their responsibility to respond to all pending emails as soon as they clock in on their next shift. You may respond to emails before your next scheduled shift if you choose to do so.
- All salaried managers should be checking their email throughout the day and responding immediately if necessary. If a timed response is not requested then the email can be replied to at a convenient time or at a minimum within the first hour of their next scheduled shift.

If there is more than one person listed on an email, always "reply all" when you respond. Be sure to include your name in the signature if you are using the theater's general email account.

When you send an email, please remember to:

- Use proper grammar and punctuation;
- Enable spell check;
- Read the email before you send it;
- Refrain from using all capitals;
- Include the standard email signature.

Keep in mind that Xscape Theatres owns any communication sent via email or that is stored on company equipment. Xscape Theatres has the right to access any material in your email or on your computer at any time. Please do not consider your electronic communication, storage, or access to be private if it is created or stored at work.