

EMERGENCY TICKETS



SOP for Emergency Tickets—Effective Immediately whenever your POS system goes down in order to continue to sell tickets you will sell the customer the above tickets until your POS system comes back online. These tickets will only be good for the day of purchase meaning you can sell these for a film for that days date only, they can not be sold for a film for any date in the future, most likely we will have the system up before the next day anyway. All tickets will be given out as they are listed on the ticket with the exception of any 3D XTREME Feature, those customers will be given the orange XTR ticket not the Pink 3D ticket. In order to track these tickets so as to sell them correctly once the system comes back online you will document them on the Emergency Ticket Selling Log provided. Each box office employee will be given this log and will document the amount of tickets that are sold while the system is down. Once the system comes back online the employee must sell them for the film and the time listed on the log before the end of business that day.

While these tickets are in circulation through out the day once they are presented to the usher at the podium the usher will rip them in half down the middle carefully and give the other half to the customer (we keep right side), make sure the usher understands that they need to be careful to get the right side with the whole number on it. Make sure also that the Usher taking the tickets keeps these separate from the regular tickets as these will have to be counted and verified with the tickets sold on the box office logs after the system comes back online. (Example—Box Office sells 10 emergency tickets 3 - 3D Adult, 3— XTR Adult, and 4 Regular Adult. Later when the system comes back up the employee will sell them. The manager will need to make sure that the total # of tickets with the usher matches what was sold at the box office). *Note—The employee is responsible for their logs & tills, their logs must match the amount of cash in their tills or they will be given a written notice.

If this is done correctly this will save you a lot of headache from Operations and Accounting so make sure all of the managers read and verifies they understand the above. As always if you have questions please email or call the Operations Manager or the VP of Ops.

Note: All Emergency Ticket Selling Logs will be collected and turned in with the tickets collected from the Usher podium and sent in with the weekly packets for backup verification.