

## SOP- Managers in Office

Sitting in the office during business hours should be kept at a minimum. Too many hours are spent in the office when managers need to be on the floor visible to guest and assisting staff. Upon starting your shift, managers should check their personal as well as theater emails and respond appropriately (see SOP- Communication Email). After emails have been checked and manager has reviewed the day's attendance and payroll. After any adjustments have been made, managers need to be on the floor and visible to guests and staff.

- During peak business times (example Friday/Saturday evening 630-8pm) managers should not be sitting in the office. No more than one manager should be in the office working on operational paperwork. The only exceptions to this would be disciplinary warnings, where you need two managers present, or cash/safe verifications.
- Managers should not rely on the camera system as a means on monitoring the floor. The camera system should only be utilized to review issues on video such as employee theft, customer complaints, or incident reports.
- Till counts are to be done in the office with staff present for verification. At the completion of the till count and once all paperwork is signed, the employee must leave the office so the manager can open the safe and place money for deposit and prepare new till.
- The safe should never be open without authorized personnel in the office. This would include, managers, operations, or armored car employees when they are scheduled for a drop off or pick up. Staff or vendors should be asked to step outside when the safe is open.
- During close (once doors are locked), there should be only one manager in the office and any additional managers should be assisting the staff in closing or completing inspections of theaters, restrooms, hallways, and lobbies. Upon conclusion of the nightly email, the manager(s) on duty should leave the office and patrol the hallways, restrooms and lobby to be visible if a guest needs assistance.
- Monday to Thursday are the designated days for General Managers to have operational work completed such as performance schedules, employee schedules, manager schedules and other operational work. Friday to Sunday, and holidays, General Managers need to limit their time in the office as this is the days the theater is at it's busiest.

Upon reading this, please print, sign and date. A copy of this will need to remain in the managers file as well as sent to operations.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_