

## **Employee Meeting Notes:**

IF YOU NEED TO TAKE OFF WORK, GET A NOTE SIGNED FOR THE SHIFT THAT YOU NEED OFF FOR. Do not take off work unless you fill out a shift change note and have it signed by the person that is working for you. As long as you have the shift change sheet signed by the person working for you, you will have no responsibility for that one shift. Having these shift change sheets filled out lets us know who is supposed to be working on any given shift. We don't have time to figure out who is supposed to be working during a shift just before we open. Getting a note signed is **MANDATORY**. If your shift gets covered at the last minute (on the day of that shift) you will need to call the manager that works that shift and let them know who will be working for you. We also need the person working for you to contact that manager to let them know that they are covering for you. This way we know everyone is on the same page and hopefully avoid any confusion.

Be polite and helpful to ALL customers, no matter how they act to you. Our customers are the reason that you have a job. If you are rude to customers or make them feel like you do not want them here, odds are they may not come back. We want and need all customers to come back and come back often. Since we get a lot of customers from outside of Calloway County, there are other theatres that they can go to. We have to give them a reason to come here. Being rude does not just come from words, it can come from actions. Just the way you act may seem rude to the customer. Sometimes you don't have speak to be rude, so always be aware of your actions. Act like you are happy to serve them and glad that they are here. Customers are the ones that give us our paychecks. **ALWAYS SMILE AND BE AS NICE, POLITE AND HELPFUL AS POSSIBLE.**

DO NOT spoil, throw away or give out any concession items unless you have approval from the manager.

Please do not talk to other employees when you are waiting on customers. It is very rude and when you are waiting on someone, your full attention should be given to them and no one else. They deserve at least that much respect.

If something does not seem right or if you have a question about anything, talk to a manager immediately. Do not wait until later in the shift or another day. Talk to a manager as soon as possible. Whatever it may be, no matter how insignificant it may seem, tell us or ask us about it.

Please DO NOT eat or drink while standing at the front of the concession stand. DO NOT sit cups or any food on the front counter of the concession or on the coke fountains. You do not need to be eating or drinking at all times when you are in concession. Obviously I don't mind the fact that you get something to eat or drink during a shift or we would not allow it, but there are times when you should not be eating or drinking. Standing at the front of the concession is not the time to eat or drink. While customers are at the concession is not the time to eat or drink. There is plenty of down time available for you to eat or drink. **DO NOT** take advantage of this. Drinks or food do not need to be visible to the customers, so keep all of your drinks and food put up out of sight.

As most of you know, I put up a lot of notes, be it in the workroom, concession or boxoffice. I put up these notes so that you will know what is going on and so that you will be well informed. I don't do it just because I need something to do. Please look for special information on the workroom door, in concession or in boxoffice when you come to work.

When a customer walks up to you at concession or boxoffice, greet them with a smile and also with either "HELLO" or "HOW CAN/MAY I HELP YOU", "CAN/MAY I HELP YOU". Some type of greeting other than just standing there and looking at them. After waiting on a customer, please tell them "THANK YOU, ENJOY YOUR MOVIE" or "THANK YOU ENJOY YOUR SHOW". EVERYONE needs to say this to ALL customers

When you run a Credit Card or Gift Card in concession, do not give the customer their card back until the receipt has printed (the copy that we keep). **The transaction *IS NOT* complete until a receipt has printed.**

Please do not chew gum while working. I think that it looks unprofessional and I do not want you to do it while on the clock.

Before you call a manager and say that you cannot find someone to cover one of your shifts, please make sure that you do one thing – **talk to every employee** (talk means to actually talk to a person, not just leaving a voicemail or sending a text and not hearing back from them). This means that EVERYONE should always respond to a person if they ask you to work for them. Just tell them no if you cannot, but at least respond to them. It is just common courtesy to respond to someone when they ask you a question. You will have to work shifts other than yours. If not, then no one will ever work for you when you need off. Don't expect people to work for you if you never work for anyone. I know that some of you have other jobs, but you will have to make time to work for others if you want to take off when needed. If you are too busy to ever work for someone, we probably need to sit down and talk to make sure you have enough time to have this job. I am not saying this to make you feel bad or to scare you, but we have to have employees that can work for others. I know that at some point you have to take off work, but you cannot expect people to work for you if you never work for anyone.

Cell phones are to be left in the workroom at all times when you are clocked in. If you are caught carrying your cell phone with you during your shift, you will be sent home at that time and you will probably lose your job. You do not need your cell phone while working and you do not need to check your cell phone during your shift. When you are at work, I need you to focus on your job, not your text messages or your social media accounts. If there is a valid reason for needing to check your cell phone, talk to a manager and we will work with you.

There are few jobs that require you to go into the workroom. Unless you are doing part of your job that requires going into the workroom, there is no reason for you to be in there. If going into the workroom is work related, then it is ok. Checking your cell phones is not work related, so unless you have a reason to be in the workroom, do not go in there. If you need medicine or a band-aid, need to get a pencil or pen or something

like that, then you can go in the workroom to get it, but if that is why you need to go in there, you do not need to check your cell phone while in the workroom.

**As the old saying goes, "Treat others as you want them to treat you". This is a very important lesson to learn, not only for working here, but for life in general. It is very likely that you will not get along with everyone you work with at any job you have. This job is no different. We are not in middle school anymore. You are either in your later years of high school or in college. There is no need to treat people in a disrespectful way by talking about others or being rude to them. You do not have to be best friends with everyone that you work with, but you at least need to be respectful to others and be able to work with others even if you are not friends. What you do when you are not at work is your business, but what you do while you are on my time is my business. Treat others with respect!!**

**If a manager tells you to do something, you need to do it. When they tell you to do something, think of it as coming from me. If I tell you to do something and you don't do it, I am pretty sure you know what the outcome would be. When Bryan, Molly or Daniel are managing, they are taking my place. So not doing something they have asked you to do is the same as not doing something that I have asked. Treat them the same way you would treat me. If you feel that they are taking advantage of you or a situation, then come talk to me and we will discuss it. But what I will not tolerate is failing to follow what they have asked you to do. They are in charge when I am not at the theatre.**

**All I ask is that you try your best and do your job. I will always try to help you in any way that I can, but I need you to give me your best effort at all times, no matter what.**

**If you are not willing to do your best and help me and this theatre, then I will not be willing to help you. You cannot expect help if you are not willing to give us your best effort. All it takes is one person not doing their job to waste all the hard work of others. Hopefully you do not want to be that person. You know what your jobs are. Just come to work, follow those jobs, work hard and everything will work out.**

## **CONCESSIONISTS:**

In the concession, beside the Concession Assignments, there is a list of PRE-OPENING PROCEDURES, which includes making sure all equipment is turned on and that the back box has been checked for sales from the previous night. Please make sure you follow that list at the beginning of EVERY shift. If you come in at 5:15pm, obviously these jobs will have already been done. But if you come in at 11:30am or at 3:30pm they have not been done and you MUST make sure that you follow the Opening Procedures. If you do not, then some of the concession equipment will not be on. Also, if items were sold during the previous shift, they will not be counted in with that days inventory and your opening #'s will be wrong. Even if nothing is marked on the After Hours Sales sheet, check the drawer anyway, because the usher may have forgotten to write down what he sold. If you do not understand how to handle the back box at the beginning of a shift, please ask a manager ASAP!!

Keep the counters and floors clean at all times. These are 2 jobs that need to be done at any given time, not only at certain times of the shift like other jobs. These are 2 jobs that need to be done before any other jobs. It is very important that the concession stays clean and looks nice at all times. We will be changing the assignments to include sweeping the floor and cleaning off the counters for all concessionists. Customers want to see a clean area where food is served. So again, anytime the floor needs to be swept or the counters need to be wiped off, please do so. **ALL concessionists are responsible for this**

Be sure to always do the nightly jobs. See the posted sheet in concession for a list of those jobs.

Until all movies have started during a set of showings, I need you to be at the front of the concession. When people are coming in before movies have started and while movies are starting, I need you to be at the front of the concession stand, ready and waiting to serve customers. During these times I DO NOT want you back around the popper or anywhere else other than at a serving station. We only have a limited amount of time to get customers thru and we need every second that we have. Also, please do not stand with your back to the front counters. Last time I checked, all customers will be coming to the front of the concession, so you need to be looking out towards the lobby. Please DO NOT lean on the counters, it looks unprofessional. You need to be standing up and ready to serve customers.

When you are filling popcorn tubs, please be careful and make sure that you are not filling the tubs with the small broken pieces of popcorn. When you get to the bottom of the bin where you dump the popcorn from the popper or towards the bottom of the bulk popcorn warmers, you will have small broken up pieces of popcorn. You have to be careful and make sure the customer does not get a tub full of those broken up pieces. Customers do not want a popcorn tub full of small pieces of popcorn and if you do not pay attention that is what they will get. When you are popping, always try to empty the popper bin after you dump each batch of popcorn. If you do, you can get all of the small or unpopped pieces out of the popper bin and throw it away so that it does end up in the

warmer or popcorn tubs. NEVER leave popcorn just sitting in the popper bin. Put it in a bag or in a warmer as soon as you dump it.

When the popcorn first comes out of the popper, it has a high moisture content. The reason we put the popcorn in the bulk warmers is to dry out the moisture. When it comes straight out of the popper, it can be tough and somewhat chewy.

When you are the #1 concessionist, always ask a manager how much popcorn you need to pop and when to start. Please make sure you keep up with how much popcorn we have in the bulk popcorn warmers and how many filled tubs you have in the front warmers. If you don't, you will take a chance on running out of popcorn. If that ever happened, that would be a huge mistake and we would have to really talk about if you can handle running the popper. I am not saying this to scare you, only to point out how important it is for you to be able to keep up with the demand for popcorn on a busy night. You are the only person that is taking care of this and you have to pay attention and keep everything ready. Everyone waiting on customers relies on the person popping to keep popcorn ready for them to serve as soon as it is ordered. To help keep you from running low on popcorn, please follow the instructions below, each time you pop:

1. Fill popcorn tubs from only one bulk popcorn warmer at a time. When it gets low, fill it back up with the bags of popcorn that you have already popped.
2. Then start popping more bags of popcorn (get back to the amount that the manager had told you to pop). While you are doing that, refill the front warmers with tubs using the OTHER bulk warmer. When that warmer gets low, fill it back up with the bags you popped.
3. Then go back to the 1<sup>st</sup> bulk warmer that you used and keep repeating this process until all shows have started. Then you can work on getting all of the warmers full and the amount of bags the manager asked you to have.

This will ensure that you always have at least one bulk warmer full of popcorn, which would give you time to pop more without running out. Please follow this each time you pop. Not only do you have to keep enough popcorn popped, you also must keep the cup holders full of Coke cups and Icee cups. You must keep Kid Packs filled in the warmers. You must keep the pretzel and nacho warmers full. Anything that employees need to serve to the customers, you must keep those items ready for them so that they can serve the customers as fast as possible. If you have trouble keeping enough popcorn ready and keeping other items ready to serve, ask a manager for help. Also see me and I can show you ways to be quicker and more efficient. After 30 years of working at the theatre I have learned many things that can help you and make your jobs easier.

Ushers will only be allowed to work for you in concession if it is an emergency and you cannot find any other girl to work for you. Wanting to go out with your friends is not an emergency.

Please follow the jobs listed on your assignments and check them off when you have done them.

When you are in concession, please do not talk loud. There are times that I am in the workroom and can hear people talking in concession. If I can hear you in there, customers can probably hear you in theatre #2, so please talk at a normal level and do not yell and scream. When you are in the area in front of #2, please talk softly so that the customers in #2 will not be able to hear you.

I need you to be paying attention at all times and think about what you are doing. Even small mistakes can cause big problems.

Again, please make sure the concession floor and counters stay clean at all times. The #1 concessionist can keep it as clean as possible while other girls are waiting on customers and until all shows have started. Then ALL other concessionists can help keep the floors and counters clean whenever needed. Concession assignments will be changed to include

## **CASHIERS:**

Most of you have read the updated "CASHIER BIBLE" as some like to call it. Even if you have read it since it has been updated, please read through it again since we are getting to one of our busiest seasons. It will explain how to process any transaction that you may have and all forms of payment that we accept.

Please make sure you follow the WOMEN'S RESTROOM checklist that is posted in the boxoffice. The info posted will tell you the times you should check them and what you should do. BE SURE TO FLUSH every toilet when you check the restrooms. We need this to be done so that we can know if we have any problems with the toilets before it becomes a bigger problem.

Please pay attention to when you are selling tickets. Mistakes will happen if you don't think about what you are doing and pay attention. Pay attention to how many tickets have been sold to a movie when you are selling tickets. Make sure that when you sell tickets to a movie that close to selling out, you inform the customer that seating will be at the front of the auditorium close to the screen. Seating will be close to the screen with the showtime button turns yellow. The manager will give you updates but you have to pay attention and let customers know yourself at times.

Stay in boxoffice unless you are checking restrooms or doing early deposits. When there are 2 cashiers, there should be at least **1 cashier in boxoffice AT ALL TIMES**. When there is only 1 cashier, stay in boxoffice unless you are doing a job that takes you out of boxoffice. You may go back to concession to get a drink, but do not stay out of boxoffice for more than 5 minutes at a time and DO NOT leave the boxoffice during times that movies will be starting. Please do not stand at concession and have to walk back up to boxoffice when customers enter. You should be in the boxoffice ready to wait on them. Your job is to sell tickets, not hang out at or in the concession. Other than checking women's restrooms or getting early deposits from concession, I need you to be in boxoffice as much as possible. People will be coming in at random times during the shift

to purchase advance tickets and gift certificates. Especially now that we are entering one of our busiest times of the year. You DO NOT need to stand at the concession (at the front where customers would be) and have a drink. If you need to get a drink then go back behind the concession and drink it. But always be watching the boxoffice.

If a customer asks for a pair of the hearing impaired headsets, we need to get their drivers license. We do this so that they will always remember to bring back the headphones (they are not cheap) and if they do forget, we will know who left without returning them. If you do not know about the hearing impaired devices, the visually impaired narration devices or about the closed captioning devices, talk to a manager about this immediately!!

Pay attention when you get a gift certificate. Be sure it is not fake. There are certain ways to tell and if you do not know ask a manager.

Food and drinks ARE NOT allowed in the boxoffice, so DO NOT EVER take any with you to the boxoffice.

Please watch over everyone that comes thru the boxoffice. You are the first line of defense for making sure people are not trying to sneak in or bring in outside food or drinks. If you see anyone with any food or drinks, please let them know that we DO NOT allow outside food or drinks and make sure they throw it away. You also need to watch for large bags and backpacks. If you see a customer with a large bag or backpack, let them know that we do not allow those to be brought in. Please check tickets of anyone that does not stop at the boxoffice. DO NOT let people just walk by the boxoffice without stopping. When we are able to have someone check tickets, we will be, but someone cannot be there at all times, so it is up to you to watch for these things at all times.

You are the first person that the customer comes in contact with, so please make a good impression on them. Be polite, pay attention to them and do not talk to anyone while waiting on them. If you make them mad at the boxoffice it is just that much harder for the other employees to make sure they are happy. ALWAYS say "Thank you, enjoy your movie"

If you have any questions about how to accept any form of payment or about any situation that arises, please call a manager IMMEDIATELY so that we can show you the correct way of handling it.

## **USHERS:**

Your main job is to make sure customers enjoy their movie. For this to happen, you must check on the auditoriums throughout your shift. You need to make sure that people are not disturbing others, that the picture looks good on the screen, that the sound is ok and that the temperature feels good. Also, please make sure that people do not put their feet on the seats. Ask them politely to remove them if they do. If you do not check on these things, then there will be customers that do not enjoy their movie. When you are working, your job is to check on the auditoriums and the people in them,

not to watch the movie. A lot of things go on to ensure that everyone enjoys their movie. When you do not do your job, then all of the time and effort that others put in goes to waste. You are not a concessionist or cashier, so **DO NOT HANG OUT IN CONCESSION OR AT THE BOXOFFICE**. Your most important job is to make sure everything in the auditoriums is going as it should. When you are not in there, you will not know if there is a problem. When customers have to tell us that something is wrong, you are not doing your job.

Follow the jobs on your assignment sheets and check them off when you do each job. **DO NOT** check on any auditorium other than your assigned auditorium unless told otherwise. There are appropriate times to do your jobs. Waiting until movies are getting out or while movies are starting are not the appropriate times. Do your jobs while the movies are playing.

When you are closing, you have to check on all auditoriums until all movies are over. When each movie gets out, be there to open the auditorium doors and make sure the lights come up, then go back to concession for a few minutes in case a customer needs something. I want you to be visible when movies get out and going back to concession will make you available to anyone that needs you.

When you are waiting for a movie to get out, **DO NOT** wait inside the auditorium. We put the red lights outside the auditorium doors so you know when the lights come up and the movie is over. When the red light comes on, that is when you should open the doors. You need to be waiting outside and waiting quietly. I want to stress the word **QUIETLY**. Unless you are talking quietly, people in the auditoriums can hear you, so it is very important to be quiet when you are talking outside an auditorium.

**PLEASE BE SURE TO DO THE FOLLOWING:**

- When filling ice bins, fill **ALL 4** bins, not just the 2 center bins. Knock down the ice in the ice machines when you are finished. If you don't, the machine will not make more ice.
- Be at every movie just before it gets out unless told otherwise and be quiet while you wait for the movie to end
- If you are not the #1 usher and a manager has **NOT** asked you to go to your auditoriums, be at a concession serving line and be ready to wait on customers. If the manager has you in concession, you are back there to wait on customers, not to just hang out hang out.
- Say **"THANK YOU ENJOY YOUR MOVIE"** after waiting on every customer
- Before you leave at the end of your shift, check to make sure your jobs are done and check with a manager before you leave
- Empty the dustpans after using them. There is no reason that the dustpans cannot be emptied after each use. The trash in them does not magically disappear.
- When someone says something to you on the radio, please respond so that the person calling you knows that you heard them. Sometimes it is not a question but telling you something or to be somewhere. If you do not respond, the person calling you will not know if you heard them.



When you are checking on the temps in the auditoriums, do not only go on how it feels, but be sure you look at what the actual temperature is on each thermostat. In the stadium seating auditoriums (#1, 3, 4 & 5) at least one thermostat needs to be set with the Fan to the "ON" position. This helps keep the air circulating at the top of the auditorium. Since heat rises, it can get a little warmer at the top of the auditoriums (the top few rows of seats). The fan in the ON position will help keep it more comfortable and keep air circulating. You also need to remember to check the temperature reading on the remote temp display in #1, 4 & 5. That will let you know what the temperature is at the top of the auditoriums. In the other auditoriums, (#2, 6 & 7) you do not have to set the fan to the "ON" position unless we need to. Times that it will need to be set to "ON" will be when the auditorium is getting full or if it feels stuffy.

Leave your cell phones in the workroom while you are clocked in. Ushers are not allowed to carry cell phones while you are working. If you use it to check time, you need to start wearing a watch.

If you see a trash can (either in the auditorium or in the hallway) that is over half full, please empty that trash can and replace it with an empty bag. We need to make sure that there is room in the can for people to throw their trash away without it piling up over the top of the can.

When you add inventory to the ice room, please be sure to write down if you added any tubs or cups so that the concessionists can add it to inventory.

If you see popcorn or trash on the floor, please pick it up or sweep it up. Do not just walk by it and leave it for someone else to do it. We will be changing the usher assignments soon. It will still list certain jobs that only you will be responsible for but keeping the floors clean will be the job of ALL ushers. There will still be one usher in charge of mopping the lobby floors (and sweeping before mopping) but if you walk thru the lobby or down the hallways and see popcorn or trash on the floor, then please sweep it up. Keeping the floors clean will be the responsibility of all ushers. The usher assignments will be changed to reflect this and will list the job of keeping the floors throughout the theatre clean at ALL times. Please follow this updated policy from now on even before the assignments have been updated.

When you are closing, you **MUST** fill out the CLOSING USHER CHECKLIST and make sure that ALL closing jobs are completed. This will help you remember to do what needs to be done. Please check off each job **ONLY** after you have it has been done. **Be sure to follow the UPDATED CLOSING PROCEDURES that are listed above where the concession pager is kept.**

When you are the #1 usher and you are walking around before movies have started, you **MUST** make sure you are doing the following:

- Make sure the ads that run before the movie starts are on the screen. This is very important. If the ads are not on the screen before the movie starts, that means the bulb has not come on when it was scheduled to. We have to know if the ads are not on the screen. It gives us time to fix the problem before the movie starts.
- Check on auditorium temperatures before the movie starts and after.

- Help people find seats in crowded auditoriums
- If an auditorium starts getting full, let the manager and cashiers know and tell them where empty seats are
- Make sure each movie starts on time and that the picture and sound are good. It is very important that you are at EVERY auditorium just before it is scheduled to start. This is the most important reason we have you walking around during this time. If you are not at EVERY auditorium BEFORE the movie starts, we will not know if it did not start. Again, this is the most important reason that you are walking around before the movies start. You need to do this during your entire shift, even if you are helping clean. If you need to leave from cleaning to make sure a movie starts, let a manager know. We will try to always keep you free to do this, but sometimes we may need extra help cleaning during times that you have no movies starting.
- You don't need to be in concession unless you are needed. You need to be out walking around and helping the manager watch over everything. We have enough people in concession and boxoffice, we need help watching over the rest of the theatre.
- If you see anything you think is not right or are concerned about someone or something, talk to a manager immediately. DO NOT wait. Tell us ASAP. Better to be too cautious. It never hurts to say anything, but it can if you do not say something.

DO NOT put your feet on the walls of the auditoriums or the walls in the hallways. It leaves footprints and scuff marks on the walls. I have already had to clean off the carpet on the walls in #4 and #5 and I have had to repaint the back wall in #6 because of ushers putting their feet on the walls. Please do not do this !!!

When you are out walking around doing your jobs or checking on auditoriums, please do not carry food/candy with you to eat. You need to leave ALL food/candy in concession.