



# ADMINISTRATIVE CRITICAL POINTS

Operating procedures  
US-OP-ACP-00

## CINÉPOLIS


**Revision 00:** yyyyy x, 2014.


**Cancel and replaces:** None.


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## Signature sheet

Elaborated by

<b>Name: David Deng</b>
<b>Position: Finance</b>

Revised by

<b>Name: David Deng</b>
<b>Position: Finance</b>

Authorized by

<b>Name: Ike Nzotta</b>
<b>Position: COO</b>

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# 1. Process description

**Objective**

The objective of this audit tool is aligning the set of processes enabling the areas assessed.

**Frequency**

You should apply this assessment at least once a month.

**Application schedule**

This evaluation can be applied between one and two hours before the first show time, depending on the cinema size and number of business on it.

**People involved in the Audit<sup>1</sup>**






The presence of the Regional Manager, General Manager and or the Manager in charge of the cinema is required to be present during the audit.

**Method of Evaluating**

The tool employs seven types of verification. If the cinema meets the criteria, it must qualify with a "YES", otherwise "NO" and when the situation does not apply a "NA".



If the Regional Manager realize that there has been no real follow up about the findings identified in past interventions, or detect a serious deviation may further punish the foul with 5 points.

The symbols used in this document to determine the method of review is as follows:

	Visual verification.
	Oral verification.
	Hearing verification.
	Verification of records.
	Verification time base.

<sup>1</sup> If it is found that this audit tool is not applied correctly and under the criteria established, those involved will be punished through an administrative act or penalty of their variable compensation.


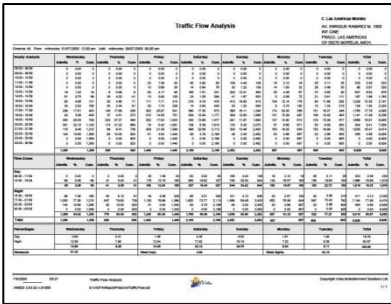

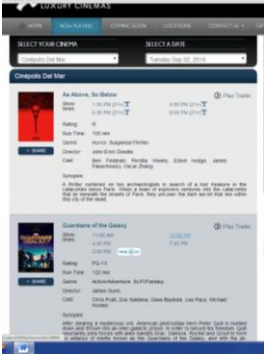
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	Check on the computer system.
	Verification by calculation or analysis.




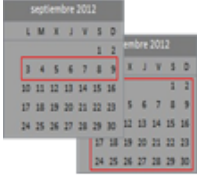
## 2. Critical points


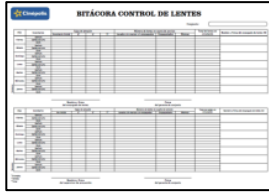




## 2.1. Administrative control



Review method	Sample size	Criteria	Reference
	<p>The week of the review and 2 previous weeks</p>	<p><b>1. The programming schedules of the current week fulfill the average of shows according to the season: Check</b></p> <ul style="list-style-type: none"> <li>• That during low season there are 4 sets and during high season at least 5 sets.</li> <li>• Flow Analysis must be considered based on the "Traffic Flow Analysis" of the 2 previous weeks from the same season.</li> <li>• There should be 15 to 30 minutes between shows; it could be more time as long as the minimum amount of shows is met.</li> </ul>	
	<p>The week of the review and 2 previous weeks</p>	<p><b>2. The current week programming considers a peak period (4 hours): Check</b></p> <ul style="list-style-type: none"> <li>• For the "blockbuster" movies, the best schedules and auditoriums should be assigned, according to programming instructions. The best schedules are the ones that are more demanded by the guests and change according to each theater.</li> <li>• Most starting time of the shows are programmed in the Peak Period.</li> </ul>	



Review method	Sample size	Criteria	Reference
	1	<p><b>3. The schedule programming is available for the clients on Wednesday before the launching day, the latest by noon:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• That the programming is loaded in the system before Wednesday 12 pm, before the launching day.</li> <li>• That before show times are available for guests, the price cards have been approved.</li> </ul>	
	1	<p><b>4. The theater operations time (open and close) of the current week follows the requirement of the season (demand):</b></p> <ul style="list-style-type: none"> <li>• Check if the theater opens and closes according to the season or instructions given by Home Office.</li> </ul>	
	1	<p><b>5. The indicators board is correctly updated with goals and results, in a timely manner:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• That it is located in the Manager Office and it is in good conditions.</li> <li>• That it is updated at the required frequency (see Frequency Indicators Board). Randomly check the accuracy of the data published.</li> </ul>	

Review method	Sample size	Criteria	Reference
	At least 2 tablets.	<p><b>6. Are all tablets accounted for:</b></p> <ul style="list-style-type: none"> <li>• Check the log where the employees sign out their tablets, if the current inventory of tablets plus the tablets that have been signed out equals the total inventory of tablets.</li> <li>• Verify that employee who signed out the tablet has the correct tablet.</li> </ul>	
	1.	<p><b>7. Is the office bulletin board being weekly updated according to the HR criteria:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• That there is a bulletin board in the employee break room that includes the following categories: Cultural Organization, Training, Sales Philosophy, Cinépolis Star, My Theater Says, and Anniversaries.</li> <li>• Cultural Organization: Mission, Vision, Values, Outstanding topics of the Cinépolis culture.</li> <li>• Training: Lists of trained employee, Scores of the tracking tools, Announcement for workshop, courses, etc. The site can publish meetings, events, processes or training.</li> <li>• Sales Philosophy: Reaffirmation of attitudes, Updated information, Success cases, General information, and the sites may publish indicators of follow up and evaluation, data about Service and Sales Forums.</li> <li>• Anniversaries: A list with the names and title of the employees who's anniversary is during the current month (operative and administrative employees).</li> </ul>	



Review method	Sample size	Criteria	Reference
		<p><b>Note:</b> If the board is decorated, verify that the information is visible.</p>	
	<p>100%.</p>	<p><b>8. Is the 3D glasses order log accurate: check</b></p> <ul style="list-style-type: none"> <li>• There should be a log where the daily glasses rotation control is registered, which contains the information of 2 weeks ago.</li> </ul>	
	<p>100%</p>	<p><b>9. Is the employee in proper uniform: Check</b></p> <ul style="list-style-type: none"> <li>• Black dress shoes - Must be shined. Clean and in good condition, presenting a professional appearance. No sandals, No tennis shoes.</li> <li>• Black socks - Long length, over calf.</li> <li>• Black dress pants: no Dickies, no yoga pants.</li> <li>• Black belt: if pants have belt loops, a belt must be worn.</li> <li>• Black oxford style, long sleeve shirt; must be tucked in, shirts must fit at the sleeves. Sleeves must be rolled down at all time.</li> <li>• Black undershirt: if you choose to wear an undershirt, it must be black.</li> <li>• No visible tattoos</li> <li>• Facial piercings: must be clear or flesh tone in color.</li> <li>• Earrings: are limited to one per ear and must be studs.</li> <li>• Nails must be kept clean and well groomed: If they are long, they can be painted with a neutral and soft color and must not show any signs of chipping (painted are</li> </ul>	





Review method	Sample size	Criteria	Reference
		<p>for females only).</p> <ul style="list-style-type: none"> <li>• All cast members must be well groomed: bathed, teeth brushed and deodorant used. No heavy perfume or cologne used.</li> <li>• Hair must be one color and natural: If longer than shoulder, must be pulled back and/or into a bun (for longer hair).</li> <li>• Any facial hair must be kept well groomed. No in-between phase: If planning on growing a beard or facial hair it must be fully grown and groomed prior to working.</li> <li>• Any smokers must be able to cover up the smell from the smoke after taking a smoke break: No overpowering smell of perfume or cologne.</li> <li>• Gum is not allowed at any time: Small breath mints that can be used and finished quickly will be allowed.</li> <li>• Nametags: Placed on the right side of uniform and worn at all times. No decorations.</li> <li>• Always carry: pens, notepads and flashlight.</li> <li>• Wristwatches are required. No cellphones or mp3 players: Cellphones are not permitted anywhere in the cinema at any time. Anyone seen with a cellphone will be subject to progressive discipline.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>100%</p>	<p><b>10. Is management employee in proper attire:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• Managers / supervisors should dress business casual to formal suit: long sleeve collared shirts, dress pants or skirts.</li> <li>• Well groomed and professional appearance should be followed.</li> <li>• Not allowed:                             <ul style="list-style-type: none"> <li>• Jeans.</li> <li>• Polo shirts.</li> <li>• Shorts.</li> <li>• Clothes in bad condition or torn (even if it is by design).</li> <li>• Casual footwear (sneakers or sandals).</li> <li>• Extravagant hairstyles, colors, shoes, makeup and/or accessories.</li> </ul> </li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>100%</p>	<p><b>11. The maintenance condition, cleanliness of the offices and storage accomplish the established criteria:</b></p> <ul style="list-style-type: none"> <li>• Validate that the offices have good lighting (lamps and energy saving bulbs), well painted, no hole in the wall.</li> <li>• Verify that the floor, walls and ceiling of the reception and storage areas are clean and no cracks on the wall.</li> <li>• Verify that all equipment and product is in a safe environment.</li> <li>• Verify that the plumbing installations and pipes have no leaks.</li> <li>• Verify that all storages of the theater are clean, neat and classified (food, inputs, maintenance, etc.).</li> <li>• The garbage area must be clean and neat.</li> <li>• Garbage should be taken out in the authorized schedules to avoid accumulation, bad odors and pests.</li> <li>• Cardboard should be recycled, and boxes should be compacted.</li> </ul>	


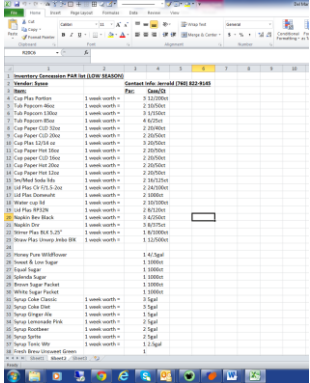








Review method	Sample size	Criteria	Reference
	<p>100%</p>	<p><b>12. Does the employee's break room follow the established criteria?</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Break room must be well organized and clean.</li> <li>• That the lockers are in good conditions, without dirt and no damage.</li> <li>• During operation there should not be any object on top of the lockers nor personal items outside of them like shoes, shirts or baggage's.</li> <li>• There can be shelves to put the helmets of the employees or baggage's.</li> <li>• The bathroom must be clean and in good conditions and should not be used as storage or for any different purposes.</li> <li>• Employee's refrigerator shouldn't have expired or abandon food or drink.</li> <li>• That the employee´s bathroom has the following:                             <ul style="list-style-type: none"> <li>○ Hot water.</li> <li>○ Sink.</li> <li>○ Antibacterial liquid soap.</li> <li>○ Toilet paper.</li> <li>○ Trash can with a plastic black bag, swing lid, foot pedal or any other device that avoids contamination.</li> <li>○ Paper towel or hand dryer.</li> <li>○ Signs or illustrations where personal hygiene is promoted, emphasizing on hand washing before and after using the toilet.</li> </ul> </li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>100%</p>	<p><b>13. The equipment and furniture of the storage and offices accomplish the established criteria:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all equipment (copy machines, calculators, printers, servers, etc.) are neat, with the wires attached, free from dust and off when not being used.</li> <li>• That the equipment have a space between them, the walls, floor and ceiling to allow cleaning and disinfection.</li> <li>• That all furniture (desks, chairs, tables, etc.) are in good conditions, neat and clean.</li> <li>• The cabinets should also be clean and neat and classified.</li> </ul>	
	<p>Maintenance</p>	<p><b>14. Is the maintenance and pests control carried out according to the guidelines established:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• The theater must have the record of the visit of the pests control vendor, at least once a month. This information should be kept in a binder.</li> <li>• There should be a binder with the record of the pests control with the information corresponding to the 3 months before to the audit day.</li> <li>• If pests are observed, immediately contact pest control vendor.</li> </ul>	


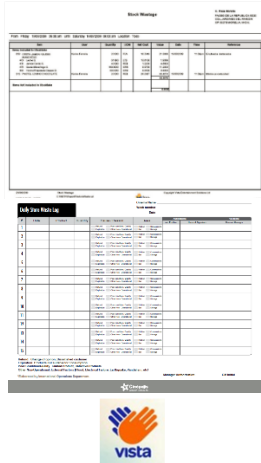


Review method	Sample size	Criteria	Reference
	<p>Maintenance</p>	<p><b>15. Is there a special area or storage intended for the custody and control of the cleaning supplies and products that accomplish the established criteria:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• The storage is neat and clean.</li> <li>• The chemical specifications of the products are labeled for use properly.</li> <li>• There should be only chemical products provided by the corporate supplier. Local purchase must be approved.</li> <li>• When asking the employee randomly about the use of chemicals their answer should matches the process.</li> <li>• There is no over stock of the products.</li> <li>• Chemical products must not be stored near to food or beverage products.</li> </ul>	
	<p>All of them</p>	<p><b>16. Are the capti - view equipment operational and ready to be used:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• There should be at least 2 devices available.</li> <li>• Capti-view must be clean and operational.</li> <li>• Capti -view must be in the manager’s office charging.</li> </ul>	

## 2.2. Inventory control





Review method	Sample size	Criteria	Reference
	<p>2 top products per week (2 weeks)</p>	<p><b>1. Was the product Requisition made according to the Par List:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• The Product Requisition.</li> <li>• Par List (Spreadsheet)</li> <li>• The Invoice.</li> </ul> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>• The part List vs Requisition matches correctly.</li> </ul>	
	<p>5 different products per week</p>	<p><b>2. Do the amount and quantities and the requisition, purchase order, receipt and invoice match correctly:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• PO./Requisition</li> <li>• Good Receipts Note</li> <li>• Invoices</li> <li>• Entries Report (Vista and ERP)</li> <li>• The last invoice received from a purchase and the shelf life matrix.</li> </ul> <p><b>Validate that</b></p> <ul style="list-style-type: none"> <li>• Amounts and quantities in the Requisition, PO, GRN, Invoice match correctly</li> <li>• Physically, the expiration dates of minimum 5 products stored in the stores and check for FIFO being followed.</li> <li>• FIFO for the products stored in the deep freezers too.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>Validate the last two weeks or two random transfers</p>	<p><b>3. Are the product transfers between Cinemas correctly registered in the system:</b></p> <p><b>Request</b></p> <ul style="list-style-type: none"> <li>• Product Transfer if applicable</li> <li>• ERP System report: Inter-unit Transfer (discharges)</li> <li>• Vista Report: Stock Transfers</li> </ul> <p><b>Product Entries:</b></p> <ul style="list-style-type: none"> <li>• ERP System report: Inter-unit Transfer (entries)</li> <li>• Report from the Cinema receiving the product</li> </ul> <p><b>Validate:</b></p> <ul style="list-style-type: none"> <li>• The transfers are authorized and signed by the issuing Cinema Manager in both ERP and Vista reports and that they match the ERP report generated in the receiving Cinema signed by the Cinema Manager.</li> <li>• Print transfer sheet from ERP and have receiving and transfer theaters sign off and verify physical products.</li> </ul>	  



Review method	Sample size	Criteria	Reference
	<p>Twice</p>	<p><b>4. Are all storages locked:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Check if all the storage rooms are locked &amp; track inventory. Make sure they are all locked and only a supervisor has access to open &amp; distribute.</li> </ul> <p><b>Validate:</b></p> <ul style="list-style-type: none"> <li>• That all bar storage and dry storage is locked.</li> <li>• The access is restricted only for authorized employee.</li> </ul>	
	<p>Twice per month</p>	<p><b>5. Is the inventory "variance quantity" in the system validated:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Historical Variance Report</li> <li>• Analysis Report (Spreadsheet by GM)</li> </ul> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>• That in the VISTA system, the registered quantities are the same that the ones registered in the ERP system and that the report is validated by the Manager.</li> <li>• Excel Report with the TOP 20 Variances have been verified/clarified and informed to the GM</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>Twice per month</p>	<p><b>6. Is wastage correctly registered:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• The weekly Wastage Report ("Wastage" Vista)</li> <li>• The <b>Daily Store Wastage log</b> (excel).</li> </ul> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>• The generated report doesn't have waste registries (except for the authorized concepts listed in the store policy)</li> <li>• In case there is a waste registry in the waste report, it must be also registered in the waste log and authorized by the Cinema General Manager.</li> <li>• Wastage should be entered daily.</li> </ul>	
	<p>Twice per month</p>	<p><b>7. Are consumable product controlled</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Visual validation at kitchen and bar.</li> </ul>	









Review method	Sample size	Criteria	Reference
	<p>Twice per month</p>	<p><b>8. Are the physical inventory counts performed and randomly validated by the Manager:</b>  <b>Request:</b></p> <ul style="list-style-type: none"> <li>The weekly physical inventory count report and the "Historical Stock Variance report from Vista.</li> </ul> <p><b>Validate:</b></p> <ul style="list-style-type: none"> <li>That such reports are signed by the Cinema General Manager</li> <li>Match 10 random products (Bar-Food) according with historical variance</li> </ul>	
	<p>Twice per month</p>	<p><b>9. Is the physical inventory count correctly registered in the system:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>The store's final count sheet.</li> </ul> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>The cinema's count sheet is signed and authorized by the Manager and that there are no significant variance in Vista Report: Historical Stock Variance Column: Variance Quantity.</li> </ul>	




Review method	Sample size	Criteria	Reference
	<p>Twice per month</p>	<p><b>10. Is there an inventory reconciliation between POS and ERP systems:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Reconciliation Report in the ERP system,</li> <li>• Historical Variance Report.</li> </ul> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>• The reconciliation (weekly &amp; monthly) was generated and the daily out logs are uploaded.</li> <li>• The reconciliation report matches the storage reports (Variance Quantity column), in case there are significant differences that there is a validation email from the theater to finance/Share Services area for clarification.</li> <li>• The reports are validated by the Cinema General Manager</li> <li>• In case of system failure, there is a ticket registered in Footprints with a response from the corresponding area.</li> </ul>	
	<p>All storages</p>	<p><b>11. Racks and shelves accomplish the required health standards:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the products racks must be off the ground 6 inches.</li> <li>• That the health standards are executed in all areas.</li> <li>• There should not be products inside damaged or dirty containers.</li> <li>• Containers should be labeled, not expired. (FIFO).</li> </ul>	


Review method	Sample size	Criteria	Reference
	<p>All storages</p>	<p><b>12. All products are in correct storage containers, not damaged:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• All raw produce are stored correctly and verify all products are stored correctly.</li> <li>• No expired food.</li> <li>• All products are labeled.</li> <li>• That the products are in good condition: no bumps, no rust, no discoloration, no materials that does not belong to the area or odors.</li> </ul>	

## 2.3. Advertising and Image

Review method	Sample size	Criteria	Reference
	100%	<p><b>1. The poster boxes outside the building are displaying our current releases:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Poster cases outside the building display the movies that are currently playing.</li> <li>• That they are in good condition.</li> <li>• They light up when required.</li> </ul>	
	100%	<p><b>2. Poster cases in the hallway display posters of our upcoming releases:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Poster cases inside the building have the movies that are releasing soon inside the building. That all the poster boxes strips are not faded and evenly colored.</li> <li>• Poster must be from approved list.</li> </ul>	
	100%	<p><b>3. Street marquee is updated weekly:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• If applicable, street marquee must be accurate and showing correct and updated information.</li> <li>• They light up when required.</li> <li>• The street marquee is locked.</li> </ul>	






## 2.4. Sales Philosophy


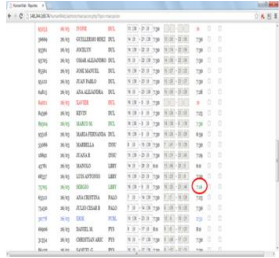




Review method	Sample size	Criteria	Reference
	Binder	<p><b>1. Are weekly meetings of sales circles properly documented:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>That the weekly meetings are being carried out and also the actions generated from the memos, as well as in the sales circles indicated in the Action Plans Format.</li> <li>If possible, validate that the time, topics, and participants of the meeting is followed properly.</li> <li>Binder with updated Action Plans for at least the current year (evidence).</li> <li>There must be a binder properly filed for Sales Circle and Service forums.</li> </ul>	
	Binder	<p><b>2. Are the monthly meetings of service forum properly documented:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>That the monthly meetings are being carried out and also the actions generated from the memos, as well as in the Service Forums indicated in the Action Plans Format.</li> <li>If possible, validate that the format of the meeting is followed properly (time, topics, and participants).</li> <li>Binder with updated Action Plans for at least the current year (evidence). There must be a binder for Sales Circle and Service forums, with a divider.</li> </ul>	



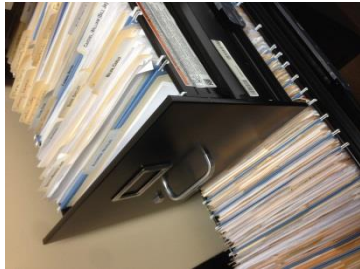
Review method	Sample size	Criteria	Reference
	<p>Binder</p>	<p><b>3. Are the daily meetings of Take 1 properly documented:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the daily meeting is being carried out.</li> <li>• If possible, validate that the format of the meeting is followed properly (time, topics, and participants).</li> <li>• Binder with updated Memos for at least the current year (evidence). There must be a binder exclusive for Take 1.</li> </ul>	



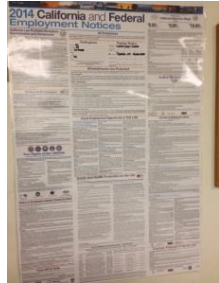




## **2.5. HR Administration**





Review method	Sample size	Criteria	Reference
	<p>3 Files</p>	<p><b>1. Is the recruitment file up to date:</b>  <b>Request:</b></p> <ul style="list-style-type: none"> <li>• Employment application, Background Authorization form background, drug test results, new Hire Checklist signed and completed</li> <li>• Background Check Consent Form; Signed &amp; Completed New Hire Checklist are clear</li> <li>• Check list results of drug testing.</li> </ul>	
	<p>100%</p>	<p><b>2. Is the time clock on and functional:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Time Clocking Machine Should Be Accessible &amp; On.</li> <li>• Check if Machine Works &amp; Accessible For Employees</li> </ul>	
	<p>100%</p>	<p><b>3. Are 'Time Adjustment' forms available to employees:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Binder with Time Adjustment Forms for any employee clocking issue.</li> <li>• Check if binder is available in Employee Break room with Time Adjustment Forms</li> </ul>	



Review method	Sample size	Criteria	Reference
	100%	<p><b>4. Is the punch detail report for the last pay period present in a binder for employee viewing:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>Binder with Detail Time Reports for employee hours worked.</li> <li>Check if binder is available in Employee Break room with current Detailed Time Report of current pay period.</li> </ul>	
	5	<p><b>5. Is the paycheck sign off form completed during the month:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>Payroll signed off</li> <li>Slips (Certified mails)</li> <li>Oasis payroll report</li> <li>All employees are included and fill out all the columns and match with the Oasis payroll report</li> <li>If are not signed validate that the checks were send by certified mail, by within 3 business days.</li> </ul>	
	3	<p><b>6. Is Tip Reporting accurately every pay period:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>Tip by USER Report on Current Pay Period. Pick 3 random employees.</li> <li>Pull Last Pay Period Batches &amp; pull Tip Report to confirm reports match.</li> </ul>	

Review method	Sample size	Criteria	Reference
	3	<p><b>7. The Time Adjustment Forms are in the correct pay period:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Time Adjustment Forms Up-To-Date. Pick 3 random employees.</li> <li>• Time Adjustment Forms are filed in the correct pay period; -Confirm 5 Edits of Time Adjustments are made in Gatekeeper time attendance system correctly.</li> <li>• Employee and manager have signed time and adjustment form.</li> </ul>	
	3	<p><b>8. Are all active &amp; Inactive files up-to-date:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Active Employee Are Correct &amp; Up-To-Date. Pick 3 random employees.</li> <li>• Inactive Employee Are Correct &amp; Up-To-Date. Pick 3 random employees.</li> <li>• Signed Offer Letter; -Signed Employee Handbook; - Signed Safety Handbook.</li> <li>• Termed Employee Files In Separate File Cabinet; - Signed 'Change In Relationship Form;' -Involuntary Terms have Termination Worksheet; -Involuntary Terms have Write-Ups in File; -Exit Interviews (Completed &amp; Signed; -Voluntary Terms, Resignation Letter in file.</li> <li>• Employee action change form.</li> </ul>	


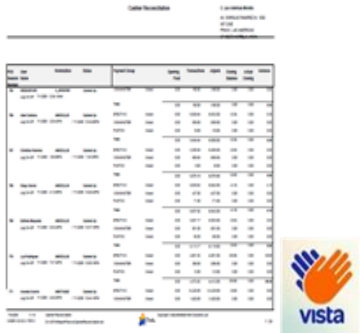
Review method	Sample size	Criteria	Reference																																																																							
	2	<p><b>9. All Employee Disciplinary Action (Write-Ups) completed:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• Write-Ups. Pick 3 random active employees &amp; 2 inactive employees.</li> <li>• Active &amp; Inactive, Disciplinary Action Forms; -Check Write-Ups are signed &amp; dated by manager &amp; employee.</li> </ul>																																																																								
	1	<p><b>10. Is the 'Current Year' 'California and Federal Employment Notices' poster up for employee viewing:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• California requires Federal &amp; State posters to be updated and posted each year for all employees to view.</li> <li>• State &amp; Federal Posters should be up-to-date &amp; posted in employee break room.</li> </ul>																																																																								
	3	<p><b>11. Employee Phone List is current and up to date</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• List in Manager Office of Employee Numbers. Pick 3 random employees.</li> <li>• Make sure an up-to-date employee phone list is accessible from managers in their office.</li> </ul>	 <table border="1"> <thead> <tr> <th>Nombre</th> <th>Apellidos</th> <th>Calle</th> <th>Home</th> <th>Cell</th> <th>Work</th> <th>Home</th> <th>Cell</th> </tr> </thead> <tbody> <tr> <td>Enya</td> <td>Lorenson</td> <td></td> <td>5619 922 333 333</td> <td></td> <td>01</td> <td>07</td> </tr> <tr> <td>Mel</td> <td>Enos</td> <td>Lopez de Vega</td> <td>3376 922 333 334</td> <td></td> <td>02</td> <td>07</td> </tr> <tr> <td>Annika</td> <td>Sorenstam</td> <td>Calderin de la Barca</td> <td>1626 922 333 335</td> <td></td> <td>03</td> <td>02</td> </tr> <tr> <td>Tiger</td> <td>Woods</td> <td>Shakespeare</td> <td>2298 922 333 336</td> <td></td> <td>04</td> <td>02</td> </tr> <tr> <td>Christar</td> <td>Oleson</td> <td>Byron</td> <td>1091 922 333 337</td> <td></td> <td>05</td> <td>02</td> </tr> <tr> <td>Ana</td> <td>Hauurokiva</td> <td>Tolosa</td> <td>8724 922 333 338</td> <td></td> <td>06</td> <td>04</td> </tr> <tr> <td>Jim</td> <td>Chisholm</td> <td>Esparacoda</td> <td>2218 922 333 339</td> <td></td> <td>07</td> <td>04</td> </tr> <tr> <td>Serena</td> <td>Williams</td> <td>Faulkner</td> <td>1019 922 333 310</td> <td></td> <td>08</td> <td>06</td> </tr> <tr> <td>Alberta</td> <td>Cota</td> <td>Stevener</td> <td>8632 922 333 311</td> <td></td> <td>09</td> <td>06</td> </tr> </tbody> </table>	Nombre	Apellidos	Calle	Home	Cell	Work	Home	Cell	Enya	Lorenson		5619 922 333 333		01	07	Mel	Enos	Lopez de Vega	3376 922 333 334		02	07	Annika	Sorenstam	Calderin de la Barca	1626 922 333 335		03	02	Tiger	Woods	Shakespeare	2298 922 333 336		04	02	Christar	Oleson	Byron	1091 922 333 337		05	02	Ana	Hauurokiva	Tolosa	8724 922 333 338		06	04	Jim	Chisholm	Esparacoda	2218 922 333 339		07	04	Serena	Williams	Faulkner	1019 922 333 310		08	06	Alberta	Cota	Stevener	8632 922 333 311		09	06
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## 2.6. Cash Management

Review method	Sample size	Criteria	Reference
	<p>Mimo and 100% safes</p>	<p><b>1. All money at the managers' office is inside MIMO or safe</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Open the cashier Room.</li> <li>• Money in MIMO must be secured (locked) inside MIMO.</li> <li>• MIMO and safes must be closed.</li> <li>• Money in safe:                             <ul style="list-style-type: none"> <li>○ 2nd cabinet for petty cash.</li> <li>○ 3rd cabinet for deposits.</li> </ul> </li> </ul>	
	<p>7 Shifts</p>	<p><b>2. Is the Cashier Closing reconciliation performed precisely:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• Mimo Slips</li> <li>• Cash Up Slips</li> <li>• Credit Card Receipts</li> <li>• Cashier closing.</li> <li>• The Cash up Slips are signed by Cashiers and Manager.</li> <li>• The Credit Card Receipt is COMPLETE and TIPS are well capture in the Cash up Slip.</li> <li>• If error found, write up must exist and match.</li> </ul>	



Review method	Sample size	Criteria	Reference
	<p>1 week reconciliation &amp; 4 Days</p>	<p><b>3. The petty cash fund and MIMO reconciliations are performed:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Petty Cash Reconciliation (2K)</li> <li>• MIMO Grand Total Report (4K) (After closing or before opening)</li> <li>• Check Mimo grand totals report for opening and closing signatures.</li> <li>• Validate That:                             <ul style="list-style-type: none"> <li>• Petty Cash Reconciliation is signed by the GM.</li> <li>• The expenses are authorized.</li> <li>• The sum of the petty cash vouchers due to lack of funds is not greater than \$2000 USD per week and that such vouchers are not older than 15 days.</li> <li>• There isn't an invoice split for an expense</li> <li>• There aren't any vouchers or slips older than 30 natural days.</li> </ul> </li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>Review of 7 days from the last month</p>	<p><b>4. Is the Reconciliation performed accurately</b></p> <p><b>Request</b></p> <ul style="list-style-type: none"> <li>• Cash Control Report (Excel)</li> <li>• Cashier Reconciliation Report</li> <li>• Daily Operations Report</li> <li>• Mimos Closing Balancing Sheet</li> <li>• Deposit tickets</li> <li>• Credit Card Settlement Report</li> <li>• Write Ups (if they exist)</li> </ul> <p><b>Validate that</b></p> <ul style="list-style-type: none"> <li>• Cash Control Report is printed and signed by the Closing Manager and verify by GM</li> <li>• The TABS are closed "Variance 0".</li> <li>• The Cash control and Cash deposits Reconciliation Formats (LHC, CCI) vs Daily Operations Report match and are signed by the closing Manager and verify by GM</li> <li>• The daily delivery to Dunbar in the Red Book complete.</li> <li>• The Write Ups are printed and file in the Daily Reconciliation Binder; and that the write up Control Report is updated.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>4 reconciliations, total number of tickets and count the total of tickets of 1 day and reconcile the number</p>	<p><b>5. Are the Coupons and Complimentary Tickets reconciled, voided and safeguarded:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Ticket Voucher Redemption report.</li> <li>• Comps, Coupons and complimentary tickets.</li> <li>• The coupons have "VOID" &amp; date</li> <li>• The coupons, comps and Complimentary Tickets match with the VISTA Report and</li> <li>• Is verify by the GM</li> <li>• The coupons, comps and complimentary tickets are separated per type and match report</li> <li>• No expired comps allowed.</li> </ul>	
	<p>4 Days</p>	<p><b>6. Does a large amount of money exist:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• The MIMO Receipts.</li> <li>• Employees deposit cash to MIMO if they are carrying more than \$500 cash</li> </ul>	

## **2.7. Expenses Management**

Review method	Sample size	Criteria	Reference
	<p>Last 2 weeks</p>	<p><b>1. All expenses have been signed and authorized: Request</b></p> <ul style="list-style-type: none"> <li>• Petty Cash Form</li> <li>• Make sure petty cash expenses have a petty cash form to account for expense.</li> <li>• Make sure petty cash expenses have a GM approval.</li> <li>• That the expenses report is supported by all the invoices/receipts validating the correspondence between each other (amount, folio and tax information of every invoice).</li> <li>• That in the expenses report there aren't any expenses over \$150 (where applicable)</li> <li>• That there aren't any split invoices from the same supplier in the same week or in subsequent weeks.</li> <li>• That the expenses report matches the authorized cash amount retention made to the revenues authorized by the Accounts Payable via email, as well as the Partial Log of the corresponding week.</li> </ul>	

## 2.8. Box Office Operation

Review method	Sample size	Criteria	Reference
	<p>2 previous weeks</p>	<p><b>1. The cash refunds are correctly performed and authorized:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>○ Cash Control Report.</li> <li>○ Box Office Refund by date.</li> <li>○ Concessions Refund by date.</li> <li>○ Complete tickets/BO/ F&amp;B</li> <li>○ Footprints support.</li> </ul> <ul style="list-style-type: none"> <li>● That the log and the system’s report are signed by the Manager, have receipts and tickets as a support of the refund.</li> <li>● For cash refunds for transactions made by credit card, just reverse the transaction.</li> <li>● Make sure refunds match the end of the day refund report vs tickets (BO/F&amp;B)</li> <li>● All the refunds have an explanation</li> </ul>	

## 3. Chart of changes

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Revision	Description of changes	Date
00	Original document	mm/dd/aa



## 4. Logs

Cinema Name \_\_\_\_\_  
 Week number \_\_\_\_\_  
 Date \_\_\_\_\_

**Daily Store Waste Log**

#	Date	Product	Quantity	Cause / Reason	Area		Authorization		Validation
					Kitchen	Concessions	Job Position	Name & Signature	
1				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
2				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
3				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
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5				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
6				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
7				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
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9				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
10				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
11				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
12				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
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14				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			
15				Refund <input type="checkbox"/> Poor condition / Quality Explanation <input type="checkbox"/> Other Non - Operational	<input type="checkbox"/> Kitchen <input type="checkbox"/> Bar	<input type="checkbox"/> Concessions <input type="checkbox"/> Storage			

Refund: Change of opinion, Dissatisfied customer  
 Expiration: Products not suitable for consumption.  
 Poor Condition/Quality: Tainted Product, Defective Products  
 Other Non-Operational: External Factors (Flood, Electrical Failure, Earthquake, Vandalism, etc)

Manager Authorization \_\_\_\_\_  
 GM Initial \_\_\_\_\_

