



# OPERATING CRITICAL POINTS

Operating procedures  
IND-TRA-OP-OCP-00

## CINÉPOLIS

**Revision 00:** July 8, 2014

**Cancel and replaces:** None.

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## Signature sheet

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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

How often you should apply this assessment is at least once a month, all sets of the brand Cinépolis.

## 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>

During application of the tool is necessary the presence of the Regional Manager, General Manager and or the Manager in charge of the cinema.



## Method of Evaluating

The tool is applied across different 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 becomes aware 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.


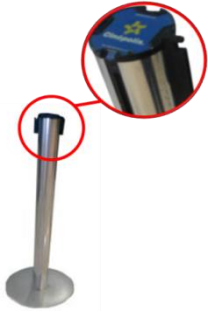


<sup>1</sup> If it is found that this audit tool is not applied correctly and under the criteria established, those involved will be punished through an administrative act or penalty of their variable compensation.





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







## 2. Critical points













## 2.1. Lobby and entrance corridors and emergency exits







Review method	Sample size	Criteria	Reference
	<p>50 % of the present on floor</p>	<p><b>1. That physical status of the Q managers is fine:</b>  <b>Verify:</b></p> <ul style="list-style-type: none"> <li>• That the Q managers are clean and there are no rust marks anywhere.</li> <li>• That the Q managers are not broken/loose and tilting towards one side.</li> <li>• That there is a Cinépolis Sticker on top.</li> <li>• That the belt is not loose, torn or faded.</li> </ul>	
	<p>100 %</p>	<p><b>2. That the lobby floor/marble is in good condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the floor is clean, without visible stain marks or grease residue. In case there is a spill over, there is some attending the same and there is a wet floor signboard on the floor.</li> <li>• That the floor is not opaque and is shining.</li> <li>• That there is no broken tile/marble and all the tiles are evenly laid and not uneven.</li> <li>• That there is a person allocated for the cleaning of the lobby at all the time.</li> </ul> <p>Note: in case of the marble flooring, verify that the marble is polished wvery 6 months minimum/as and when need arises.</p>	




Review method	Sample size	Criteria	Reference
	<p>2 HK guys</p>	<p><b>3. That there is a proper cleaning process followed for cleaning of the lobby floor/marble:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That whenever the floor is cleaned, there is a cleaning in progress sign board put before starting the cleaning.</li> <li>• The process of cleaning of the floor from the cleaning person.</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>○ Floor to be cleaned using water only. No machine to be used for scrubbing of the tiles at any cost.</li> <li>○ In case of a spillage, it is attended and cleaned within 2-3 minutes.</li> </ul>	
	<p>100 %</p>	<p><b>4. That the exit corridors are in optimal condition of operations:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the exit corridors are well lit and all the lights are clean from inside.</li> <li>• That the exit corridors are free of any obstruction and have a clear pasage for all the patrons.</li> <li>• That the corridors are clean and no broken tiles.</li> <li>• That all the poster boxes in the exit corridors are well lit and not broken.</li> <li>• That the poster displayed in the exit corridors are from the now showing/upcoming movies only.</li> <li>• That the stairs are clean and free of any unwanted debris.</li> </ul>	

Review method	Sample size	Criteria	Reference
	50 % of the present on floor	<p><b>5. That the physical condition of the trash bins is optimal:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the trash bins are clean inside/out with debris visible to naked eye.</li> <li>• That the trash can should not be filled more than ¾th at any time.</li> <li>• That the trash bins are not dented or tarnished.</li> <li>• That the trash bin has a liner inside which should not be visible to the patrons.</li> </ul>	
	100 %	<p><b>6. That there is a PEE (Patron engagement executive) on the floor getting the club Cinépolis and Facebook sign ups:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a dedicated cinepolite who is approaching the patrons and asking them to sign for club Cinépolis and like the sites Facebook page.</li> <li>• That there is enough stock of club Cinépolis cards available with the site.</li> <li>• The target given to the cinepolite responsible for this activity.</li> </ul>	
	100 %	<p><b>7. That the cinepolite are following the F3 rule:</b></p> <ul style="list-style-type: none"> <li>• Check that in the lobby, every cinepolite acknowledges/wishes “Welcome to Cinépolis” to all the patrons who he passes by or who approach him.</li> <li>• Verify that cinepolite are friendly and welcome the kids making them comfortable.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>8. That there is a floor incharge present on the floor for the 100% of the operational hours:</b></p> <ul style="list-style-type: none"> <li>Verify that there is a person responsible for the operations on the floor all the time throughout the day and at no time the floor is left unattended (could be the UH/AM/POD).</li> </ul> <p>Note: not all the managers to be doing their administrative work at one given same time, they should alternate and ensure that there is a person responsible for the floor at all the time.</p>	
	<p>Randomly for 2 diff. hours in a day</p>	<p><b>9. That the temperature in the lobby is comfortable from the patrons perspective (23+/- 1):</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>That the there is a temperature log being maintained to record the temperatura of the lobby on hourly basis.</li> <li>That the lobby temperature is being recorded into the log by the maintenance persono n hourly basis.</li> <li>That the entry into the log is cross verified by the MOD/Supervisor to be correct and signs the log.</li> <li>That the variations if any with the set temperatura are reported to the MOD/Unit head for action and correction.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>10. That BGM (Back ground music) is being run:</b></p> <ul style="list-style-type: none"> <li>Verify the BGM in the cinema lobby is ON and only the running or the upcoming movies music.</li> </ul> <p>Note: the volumen should be optimum and not too loud, should be turned on minimum 30 minutes before the start of the 1st show.</p>	
	<p>100 %</p>	<p><b>11. That the physical condition of the condiments station is optimal:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>The condiment station should have the destbins with liner. It should be clean on the inside and no debris fallen around the trash bin.</li> <li>That all the condiments are 3/4 th full and not empty.</li> <li>That all the condiments have proper name tag which is clean and free of drippings.</li> <li>That the condiments container is filled with fresh ice up to 1/3rd before putting in the containers.</li> </ul>	
	<p>100 %</p>	<p><b>12. That the lobby furniture is in good shape considering coffee tree:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>That the table tops in lobby/CT are clean.</li> <li>If there is a screen or TV, it must be working properly and showing the current trailers/food shots. The projection of the screen must be without sound. Cables clean and neatly clubbed, not visible to patrons.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>13. That the lobby lighting is appropriate, sufficient and functional:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the lights are functional and non fused.</li> <li>• That all the lights are of single color (i.e. White or yellow and not mixed).</li> <li>• That there are no dark areas in the lobby and the lobby is sufficiently lit.</li> </ul>	
	<p>100 %</p>	<p><b>14. That the lobby wi-fi service is operating properly:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a signage saying lobby has free wi-fi for the patrons.</li> <li>• That the cinepolite know the password of the wi-fi to inform it to the patrons.</li> <li>• Check that the wi-fi service is fuctional.</li> </ul>	
	<p>100 %</p>	<p><b>15. That the lobby walls and ceiling are in good shape:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the walls are evenly painted and non have patches or marks.</li> <li>• That no marketing material is put up on the Wall which deteriorate it. No tape marks to be there.</li> <li>• That the walls/ceiling has any wáter dripping marks.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>16. That the poster wall (If exists) is displayed as per criteria:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the poster boxes are well and evenly lit. None should have any broken acrylic.}</li> <li>• That all the posters are of the current and upcoming movies only.</li> <li>• That none of the movie posters is tilted/torn/loose.</li> </ul>	
	<p>100 %</p>	<p><b>17. That the caddy tray stands are clean and have caddy trays available (clean and organised) for use:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the tray stands are clean and stable with proper signage.</li> <li>• That all the trays in the stand are clean inside out.</li> </ul>	<p>No tenemos fotografía, no aplica para México.</p>














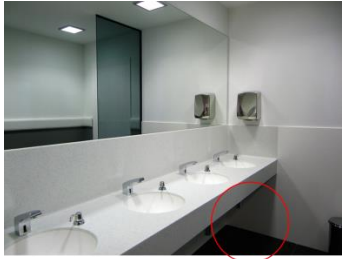
## 2.2. Washrooms







Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>1. That the physical conditions of the toilet bowls is proper:</b></p> <ul style="list-style-type: none"> <li>• Check that the toilet all the seat covers are proper and not loose, are clean and without stains.</li> <li>• Check that all the seat covers are proper and not loose, are clean and without stains.</li> <li>• Check and verify that all the shower pipes are working fine and there is no leakage.</li> <li>• That all the toilet paper holders have toilet papers, are fixed properly and not loose. (if pesent).</li> <li>• That each WC has a bin with a bin liner in it.</li> </ul>	
	<p>100 %</p>	<p><b>2. That the physical conditions of the urinals is proper:</b></p> <p><b>Check</b></p> <ul style="list-style-type: none"> <li>• That the urinals are clean, without any yellow stains.</li> <li>• That all the urinals have the urinal cubes and are not smelling bad.</li> <li>• That none of the urinal is blocked.</li> <li>• That none of the urinal is leaking.</li> <li>• Verify that all the urnial sensors are working properly.</li> </ul>	


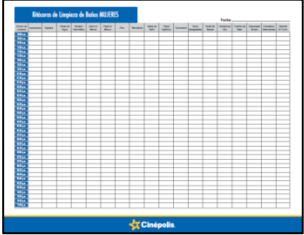




Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>3. That the physical state of the floor, walls and ceiling is proper:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the floor should not be slippery.</li> <li>• Corners should not have liquid accumulations (turned yellow).</li> <li>• That there should be no open or blocked drainage.</li> <li>• That there should be no water stains or marks on the walls.</li> <li>• Check that the walls should be wiped to dry and should be shining.</li> <li>• That there is no unwanted material stick to the wall.</li> </ul>	
	<p>At least check 1 janitor room</p>	<p><b>4. That there is no HK material lying visible to the patrons:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the HK material is organised and kept in the janitors room and not in open or under the sink counter.</li> <li>• That all the HK material is clean.</li> </ul>	
	<p>100 %</p>	<p><b>5. That the physical condition of the partitions is proper:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the partitions are clean and in good conditions (without any graffiti); the doors should be able to close properly.</li> <li>• That there are coat hangers clean and in good condition.</li> </ul> <p>Note: for the coat hangers in the toilet for people with disabilities they must be at a lower height, so that a person on a wheelchair can use them.</p>	

Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>6. That the physical condition and operation of sinks and mirrors is optimal:</b></p> <ul style="list-style-type: none"> <li>• Check that the washbasins are clean, without any puddles, stains, dents, wear and tear.</li> <li>• Verify that the mirrors are clean, without scratches, stains or chipped.</li> </ul>	
	<p>100 %</p>	<p><b>7. That the taps are in working condition and clean from the patrons perspective:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the taps are working and clean and free of any water marks or stains.</li> <li>• The water jet lasts for 8 to 10 seconds (if there are “push” type taps).</li> </ul>	
	<p>100 %</p>	<p><b>8. That the toilets smell fresh and neutral:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the toilets should smell fresh.</li> <li>• That the fresh air and the exhaust system is working properly.</li> <li>• That all the exhaust hoods/vents are clean and dust free.</li> </ul>	



Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>9. That the hand dryer is present and operational:</b></p> <ul style="list-style-type: none"> <li>• Verify that the hand dryer should be clean and functional.</li> <li>• The drip tray is empty and not over flowing.</li> </ul>	
	<p>100 %</p>	<p><b>10. That the soap dispensers are functional and filled:</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the soap dispensers are 3/4th full and operational.</li> <li>• That all the soap dispensers are clean.</li> </ul>	
	<p>100 %</p>	<p><b>11. That all the WC are available to be used and not closed for maintenance:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the WC are available for use to patrons. They should not be closed for any kind of maintenance. Note: in case under maintenance, there should be an out of order sign on it and not closed.</li> </ul>	

Review method	Sample size	Criteria	Reference
	At least 1 kit (all materials) floor 1 sample.	<p><b>12. That the janitors room is clean and organised:</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That each equipment is kept at its proper place and not thrown on the floor, mops and dust pans and brush hanging from the wall.</li> <li>• That all the equipments are clean, sink free of blockage.</li> <li>• That the floor is not wet and slippery.</li> </ul>	
	100 %	<p><b>13. That the air ducts/grills are clean:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the air ducts are clean with no duct accumulation.</li> <li>• No greese marks.</li> </ul>	
	100 %	<p><b>14. That the under counter (sink) area is clean (nothing is lying under the counter):</b></p> <ul style="list-style-type: none"> <li>• Verify that there is no material kept under the sinks whatsoever.</li> </ul>	





Review method	Sample size	Criteria	Reference
	100 %	<p><b>15. That all the lights and signages are in good shape:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the lights are clean, operational and working.</li> <li>• Only single colour lights (white/yellow) no mixed colour.</li> </ul>	
	100 %	<p><b>16. That the urinal branding is in good shape:</b></p> <ul style="list-style-type: none"> <li>• Verify that the urinal branding is symmetrical, in good condition and executed properly.</li> </ul>	
	100 %	<p><b>17. That there is daily/weekly deep cleaning schedule followed by the site:</b></p> <ul style="list-style-type: none"> <li>• That the site follows the cleaning schedule for the toilets.</li> <li>• Verify the cleaning schedule for last 3 weeks.</li> </ul>	




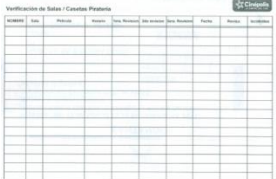


Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>18. That the toilet checklist is followed as per schedule:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the toilet checklist is maintained and checked every 30 minutes for all the cleanliness.</li> <li>• That the supervisors signs the checklist every time he checks the toilets.</li> <li>• That the manager check and signs the checklist every 1 hour.</li> </ul>	
	<p>50 % of all</p>	<p><b>19. That all the handwash faucet are in optimal:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That none of the faucet is leaking.</li> <li>• That the faucet is free of rust.</li> </ul>	
	<p>50 % of all</p>	<p><b>20. That all the trash cans are in optimal condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the trash bins are clean inside/out with no debris visible to naked eye.</li> <li>• That the trash can should not be filled more than 3/4th at any time.</li> <li>• That the trash bins are not dented or trashed.</li> <li>• That the trash bin has a liner inside.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>21. That the tissue paper is present in the WC and the holder is in good condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a tissue paper available for use.</li> <li>• That the tissue paper holder is not loose and shaky.</li> </ul>	


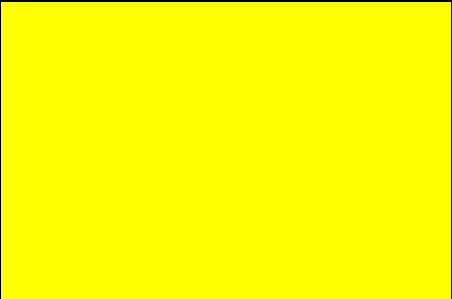



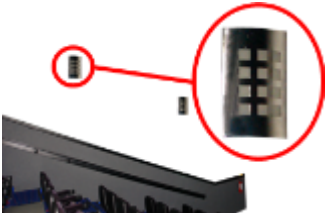
## 2.3. Audi Controls





Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>1. That the gate report is made for every show:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• There is a person to control the entry of customers to audis and or corridors, and that he or she is certified.</li> <li>• That the cinepolite is wearing proper uniform.</li> <li>• Check the gate report for the 5 days randomly. The head count inside the audi should match with the physical count of the tickets.</li> <li>• That the cinepolite also checks the audi experience when making the gate report and informs the MOD/Projections supervisor for any observation of fault.</li> </ul>	
	<p>100 %</p>	<p><b>2. That there is a person in charge of the audi and has all the required tools available:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the cinepolite in charge of podium must have all the tools (i.e. pen, rubber bands, schedule, SOS forms, torch &amp; spray guns with cleaning material (flannel cloth and multi-purpuse cleaner).</li> <li>• That the cinepolite knows the procedure in case the patron wants to leave/change the movie after start.</li> <li>• That the cinepolite knows under what conditions can the tickets be refunded.</li> <li>• That the LED is clean, displaying the correct information and evenly lit.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>3. That the person in charge follows the procedures for audi's control:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the cinépolite makes the gate report 45 min after the start of each show.</li> <li>• The gate report made for last shows of the day.</li> <li>• The process from the cinépolite he follows for making the gate report and head count and in case of any variance.</li> </ul>	
	<p>Random check for 3 days</p>	<p><b>4. That the opening closing checklist for the audi is followed:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is an opening closing checklist available.</li> <li>• The checklist randomly for 4 days in a month. It should be filled properly and not a tickmark job done.</li> </ul>	
	<p>100 %</p>	<p><b>5. That the podiums are in optimal physical condition:</b></p> <ul style="list-style-type: none"> <li>• Verify the podium is clean, without stains, scratches, dents, well painted, with the “Cinépolis” logo sticker in good conditions, that there are no tickets or passes of previous days, and no personal items and/or food.</li> </ul>	









Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>6. That there is process of distribution of clean 3D glasses for a new show:</b></p> <ul style="list-style-type: none"> <li>• Verify that there is a proper person responsible and a rack for distribution and collection of 3D glasses to there patrons at the audi entrance.</li> <li>• Randomly verify the cleaning of 3-5 3D glasses.</li> </ul>	
	<p>Do random head count in a show and cross Check with gate</p>	<p><b>7. That the ushers confirm that all the exit doors are closed during the movie exhibition and there is no access for defaulters:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the exit doors are closed while the movie is exhibited and there is no access from the back door possible.</li> <li>• From the cinopolite, the gate report process and what he does if there is extra people inside the audi.</li> </ul>	


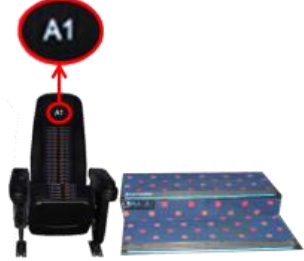


## 2.4. Audis


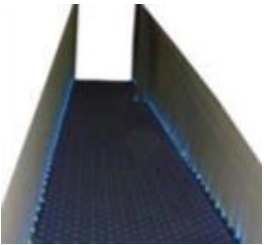




Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>1. That each audi has a 3M mat at the entrance:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That each audi a 3M mat before the entry door.</li> <li>• That the 3M mat is in good condition and not torn/faded and with proper mesh.</li> </ul>	
	<p>100 %</p>	<p><b>2. That the frames and doors of the audi are in good physical condition and operation:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the door corners are free of dust accumulations.</li> <li>• That the door glass is free of any finger marks or stains and is clean.</li> <li>• That the door and the door frame is evenly painted.</li> <li>• That the frame is not chipped or coming out (has gap from the wall).</li> <li>• That the door has a sound proof strip around it.</li> </ul>	
	<p>100 %</p>	<p><b>3. That the guiding lights are in good physical condition and operational:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the guiding lights are lit and not fused.</li> <li>• That the lights are clean and no accumulation of dust at the corners.</li> <li>• That there is no rubber coming out or missing.</li> </ul>	




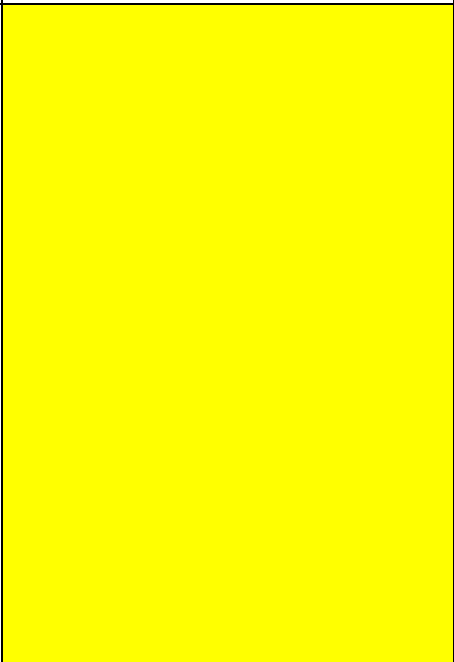
Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>4. That the carpet is in good physical condition (access, steps in front &amp; isles):</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the carpet to enter audis, front and staircase is clean, without stains, garbage, bubble gums, etc., and that it is in good conditions (not torn, frayed, etc).</li> <li>• That the carpet does not have any spots and there is a process and cycle of cleaning of carpet regularly.</li> <li>• That there is a process of cleaning the spots immediately and correctly on daily basis.</li> <li>• The carpet spotting process and check the file. it should have the signatures of the closing MOD and the opening MOD after he checks the spots and acknowledging them to be clean and fine.</li> </ul>	
	<p>Random check 2 audi</p>	<p><b>5. That there is a trash can at the entrance in each audi and it is in good condition:</b></p> <ul style="list-style-type: none"> <li>• Check there is a garbage bin at the front of the audi, it must be clean, inside and outside, with a liner inside it, black in color, properly placed and completely without any waste (as we assume operations haven't begun). During operations, it should not be more than 3/4th full.</li> <li>• Verify that the trash bin must not be chipped or in bad condition.</li> </ul>	




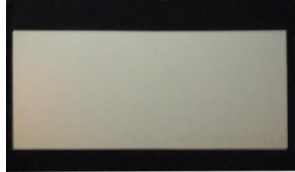

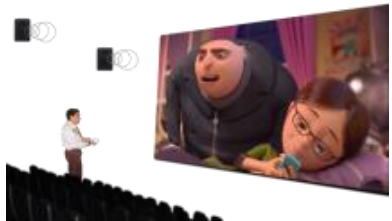








Review method	Sample size	Criteria	Reference
	Random check 2 audi	<p><b>6. That the area behind the screen is clean and empty:</b></p> <ul style="list-style-type: none"> <li>• Check that it is clean behind the screen and there are no objects there whatsoever (it should not be used as a garbage dump or storage area).</li> </ul>	
	Random check 2 audi	<p><b>7. That the hand rail is in good condition:</b></p> <ul style="list-style-type: none"> <li>• Verify that the hand rail is evenly painted, has no accumulation of dust &amp; not loose and shaky.</li> </ul>	
	75 % or random check in 3 audi	<p><b>8. That the step lights are clean, operational and in good shape:</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the step lights are properly fixed into the steps and not loose.</li> <li>• That the step lights are evenly lit, rows and seat no visible and clean.</li> <li>• That there is no rubber missing from the step lights.</li> </ul>	
	Random check 2 audi	<p><b>9. That the steps are in good shape:</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the steps are in good condition and not chipped from the corners.</li> <li>• That the carpet is fixed properly and not coming out.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>At least 3 rows in each audi</p>	<p><b>10. That the chairs are in good physical shape and in condition:</b></p> <ul style="list-style-type: none"> <li>• Check that the cloth of the seats is clean, without stains and in good maintenance conditions (Not torn). In case of folding seats, verify that the mechanism works well.</li> <li>• Check the cleaning of seats, should be without any stains, residues and well maintained:                             <ul style="list-style-type: none"> <li>○ Cloth</li> <li>○ Backrest</li> <li>○ Armrests</li> <li>○ Glass holder</li> <li>○ Space between seats</li> <li>○ Base (legs)</li> </ul> </li> <li>• Verify that the base of the chairs joint at the floor, is without any grease, residues, dirt, etc, is evenly painted and the screws to be covered.</li> </ul>	
	<p>At least 3 rows in each audi</p>	<p><b>11. That the anti skid (Vinyl) floor is clean and in good shape:</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the anti-skid must be well pasted to the floor and it is not coming out around the corners.</li> <li>• That it is clean, without stains, dust, bubble gums, garbage, etc.</li> <li>• The cleaning process for the vinyl is correct. It has to be with soap solution and water only.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>At least 3 audis</p>	<p><b>12. That all the dimmers are functional and in good shape:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the dimmers of the audi are working, evenly lit and not fused. If one part of the tivoli does not work (does not switch on), or is damaged, is considered a penalty.</li> <li>• That if there is no movie running in the audi, all the dimmers and lights are turned off.</li> </ul>	
	<p>At least 3 audis</p>	<p><b>13. That the temperature inside the audi is optimal from the patrons perspective (23+/-1):</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That at the moment the first shows begin, the temperature of the audi is between 22 and 24 Celsius degrees, respective to the zone where the cinema is.</li> <li>• That the air ducts are clean and free of any dust accumulation on them.</li> <li>• The temperature log is maintained on hourly basis and on daily basis and signed by the usher/cinopolite/MOD.</li> </ul>	
	<p>At least 3 audis</p>	<p><b>14. That all the emergency exit signages are operational and in good shape:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the signboards of emergency exits are clean, in good conditions and clearly visible.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>At least 3 audis</p>	<p><b>15. That there is BGM (back ground music) inside the audi:</b></p> <ul style="list-style-type: none"> <li>• Verify the BGM is ON and only the running or the upcoming movies music.</li> </ul> <p>Note: the volumen should be optimum and not too loud, should be turned on minimum 30 minutes before the start of the st show.</p>	
	<p>At least 3 audis</p>	<p><b>16. That the audi LCD Display at the entrance of the audi displays the correct information:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the LCD at the audi entrance displays the correct information.</li> <li>• That the LCD refreshes automatically and no manual intervention required, is automated.</li> <li>• That the information displayed in legible and not distorted.</li> </ul> <p>Note: displayed info should be as per the following sequence:                      Till 45 minutes of the start of the movie, “Now showing _____ movie (CC)”                      After 45 minutes of the start of the movie, “Interval”                      After 15 minutes of the inerval, “Next movie _____ ( _____ am/pm)”</p>	






Review method	Sample size	Criteria	Reference
	All	<p><b>17. That the movie exhibition process is automated:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the dimmers go to 50% off at the exhibition of the trailers and 100% at the start of the movie.</li> <li>• That the dimmers are turned on by itself at the interval.</li> <li>• That the BGM is turned on by itself at the interval and after the movie is over.</li> </ul>	
	All	<p><b>18. That the screen is free of any kind of marks/dust/wrinkles:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the masking is proper and there is no curtain coming over the screen.</li> <li>• That there are no stains, marks on the screen which disrupt the movie watching experience.</li> <li>• That there are no wrinkles and the screen is stretched properly from all sides.</li> </ul>	
	All	<p><b>19. That the movie watching experience is optimal (picture and sound):</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the image on the screen is clear and sharp.</li> <li>• Before the start of the shift and show that there is no humming inside the audi.                      In case there is humming check the earthing and inform the IT supervisor and the manager.</li> <li>• That the sound is clear and audible, not too high and as per the required standards of the movie.</li> </ul>	

Review method	Sample size	Criteria	Reference
	All	<p><b>20. That all the wall speakers are operational and clean:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the IT supervisor checks all the speakers to be functional properly.</li> <li>• That all the speakers are clean and there is no dust accumulations.</li> </ul>	
	All	<p><b>21. That the AC ducts/holes, and ceiling are clean:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the AC ducts are clean and don't have dust accumulated on them.</li> <li>• That audis ceiling is clean and in proper condition.</li> </ul>	
	All	<p><b>22. That the exit door and frame is in good physical shape and operational:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That none of the exit doors is locked from inside at any time.</li> <li>• That all the exit door corners are free of dust accumulations.</li> <li>• That the exit door and the door frame is evenly painted.</li> <li>• That the door frame is not chipped or coming out (has gap from the wall).</li> <li>• That the exit door has a sound proof strip around it.</li> </ul>	







Review method	Sample size	Criteria	Reference
	All	<p><b>23. That there is a cinepolite who wishes good bye to all the patrons after movie ends:</b></p> <ul style="list-style-type: none"> <li>• Verify that at the end of every show, there should be a cinepolite to say bye to the patrons.</li> </ul>	
	100 %	<p><b>24. That there is a proper process for collection of 3D glasses after the movie:</b></p> <ul style="list-style-type: none"> <li>• Verify that after the exit of the 3D movie there are cinepolite collecting the used glasses with a proper box and stand for the glasses.</li> </ul>	
	100 %	<p><b>25. That there is a proper audi cleaning process followed after the show ends:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That while cleaning between the shows, the HK team uses 2 buckets, one for liquid and one for disposables.</li> <li>• That the bucket for the disposable has a liner inside it.</li> <li>• That the cinepolite help the HK team in order to clean the audi fast.</li> <li>• That all the trays are removed from the audi while cleaning and goes to the back area for cleaning (none of the tray to be kept inside the audi, hidden from the patrons view).</li> <li>• That the HK team has all the equipment for the cleaning i.e. back pack vacuum, jobby sets, wet and dry mops etc. and they use them.</li> <li>• That the equipment used for cleaning is clean.</li> </ul>	








Review method	Sample size	Criteria	Reference
	All	<p><b>26. That the audi has fresh and neutral fragrance every time you enter the audi:</b></p> <ul style="list-style-type: none"> <li>• Verify the smell in the audi is pleasant (it should not smell of dirt, garbage or humidity).</li> </ul>	
	Random check entry and interval in shows	<p><b>27. That there is an RO (Release Order) of all the advertisements being run in the plex for both the external and internal clients:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a RO for all the advertisements being exhibited in the shows.</li> <li>• That the advertisements exhibited with the list mentioned in the RO.</li> <li>• The sequence of the advertisements is as mentioned in the RO.</li> </ul>	
	All	<p><b>28. That the shows start on time as per the programming schedule:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the shows start on time as per the schedule. There should be no reason for the shows not starting on time.</li> </ul> <p>Note: in case the show is getting delayed by more than 10 minutes there should be a proper message displayed through the LED seeking apology for delay and all the patrons should be informed for the reasons.</p>	











Review method	Sample size	Criteria	Reference
	All	<p><b>29. That the exit doors are not locked from inside during the operational hours:</b></p> <ul style="list-style-type: none"> <li>Verify that at no point during operation should the audi exit doors be locked from inside.</li> </ul>	
	All	<p><b>30. That the caddy trays fit into the tray holders in the chairs:</b></p> <ul style="list-style-type: none"> <li>Verify that the Caddy tray fits fully and properly into the holder. Note: Is there any action being done to educate the patron about the usage of the caddy tray and the holder by cinepolite.</li> </ul>	
	Min. 5 glasses	<p><b>31. That the 3D glasses given to the patrons are clean and in optimal condition to be used:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>That the glasses are free of any smudge marks and finger marks.</li> <li>That the glasses do not have scratches on them.</li> <li>That there is a marking on the glass to track its usage.</li> </ul>	

## 2.5. Fire safety



Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>1. That the fire panel system is functional:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the fire panel is operational and gives displays zero error in functionality.</li> <li>• That the panel guides correctly for the zone and area of fire (If in case any).</li> <li>• That there is only green light visible and no orange/red light visible on the panel.</li> </ul>	
	<p>100 %</p>	<p><b>2. That all the fire extinguishers are in condition to be used:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That that all the fire extinguisher have the required pressure to be used. Needle to be in the green zone.</li> <li>• That the fire extinguisher is not expired.</li> <li>• That the fire extinguisher does not have a broken seal.</li> </ul>	
	<p>100 %</p>	<p><b>3. That all the fire hydrants are in condition to be used:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the fire hydrants are properly marked and easily legible.</li> <li>• All the fire hydrants have the water pressure of 5 kg/cm<sup>2</sup>.</li> <li>• That the fire hydrants are not locked into a cupboard.</li> <li>• That the fire hydrants have the water pressure to be used in case of emergency.</li> <li>• That none of the parts of the fire hydrants is missing for assembly (male female couplings).</li> </ul> <p>Note: If not in use, the fire hydrants should be neatly rolled and hanged into the wall with the male and female couplings.</p>	

Review method	Sample size	Criteria	Reference
	100 %	<p><b>4. That the whole fire fighting equipment is easily accesible for immediate use:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the fire fighting equipments are free of obstruction.</li> </ul>	
	100 %	<p><b>5. That all the fire fighting equipment are properly tagged and easily legible even in dark:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the equipment are marked with glow signs which are legible in darkness too.</li> <li>• That wherever required the signboards are in the local regional language also.</li> </ul>	
	All	<p><b>6. That all the fire exits are clear and free of any type of obstruction:</b></p> <ul style="list-style-type: none"> <li>• Verify that there is no dustbins or raw material or any kind of obstruction in the fire exit route.</li> </ul>	
	All	<p><b>7. That the fire exit route is clearly marked with signages:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the fire evacuation routes are clearly marked with arrows to guide the patrons fast and immediately.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>Ask 5 – 6 cinepolite</p>	<p><b>8. That the site common fire assembly point:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That does that site have an identified fire assembly point of the site and knows to reach there in case of an emergency.</li> </ul>	
	<p>100 %</p>	<p><b>9. That the site has fire marshalls in each shift:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the site has 2 identified cinepolite dedicated as fire marshals in each shift to guide the patrons in case of any emergency.</li> <li>• The emergency evacuation process.</li> <li>• The roles and duties of the fire Marshall in case of emergency.</li> <li>• That the fire marshalls know how to operate the fire extinguishers and other fire safety equipments.</li> </ul>	
	<p>100 %</p>	<p><b>10. That all the smoke detectors and water dispensers operational:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That tall the smoke detectors should be functional.</li> <li>• That each smoke detector is assigned into a specific zone and the fire alarm depicts the right zone to alert when checked for operations.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>11. That all the emergency lights are operational:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the emergency lights should glow automatically when the lights are turned off in case of any emergency.</li> </ul>	

## 2.6. POS

Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>1. That the quality of the popcorns served is optimal:</b></p> <ul style="list-style-type: none"> <li>• Hot</li> <li>• Crunchy (when tasting you heard a soft sound)</li> <li>• Right flavour delivered</li> <li>• Tasty/No burnt taste</li> <li>• Fully made (atleast the top, not broken into pieces)</li> </ul>	



## 3. Chart of changes

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Revision	Description of changes	Date
00	Original document	07/08/14

## 4. Reference documents

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Document current	Code