



# OPERATIVE OPENING CRITICAL POINTS

Operating procedures  
IND-TRA-OP-OOCP-00

## CINÉPOLIS

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**Cancel and replaces:** None.

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## Signature sheet

Elaborated by
<b>Abhishek Ghosh</b> <b>Process Consultant</b>

Revised by
<b>Abhishek Ghosh</b> <b>Process Consultant</b>

Authorized by
<b>Adan Israel Villanueva Olivia</b> <b>Head, Operations</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

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 the application of the tool is necessary the presence of the Regional Manager, the 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.

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<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. Concessions and Coffee Tree





Review method	Sample size	Criteria	Reference
	<p>4 random days in a month</p>	<p><b>1. That the opening closing checklist is followed properly:</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>Min 3 different furniture items.</p>	<p><b>2. That the counter is clean and organised when the morning team arrives:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the equipments are clean.</li> <li>• That all the furniture is clean.</li> <li>• All the dustbins are clean, with a liner and empty.</li> <li>• That all the things are at their respective places.</li> <li>• That the counters are clean and organised.</li> <li>• That there is not any extra or unwanted material/item lying at the BO.</li> <li>• That the counter does not have any loose hinges.</li> <li>• That the counter does not have any loose handles.</li> <li>• That the counter does not have any broken furniture.</li> <li>• That the counter is clean and not having any smudges/dust.</li> </ul>	







Review method	Sample size	Criteria	Reference
	POS' to be functional (3)	<p><b>3. That the physical condition of all the computer equipment is good and operational:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the monitor screens are clean.</li> <li>• That the computer equipment (POS) is clean, in good conditions and ready for operations.</li> <li>• That all the equipments are clean.</li> </ul> <p>Note: (all equipment should be ready and operational to sell tickets minimum 15 min before the start of the 1st show).</p>	
	The system	<p><b>4. That the system software is working fine:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Cinepolite is able to punch all the products from his station.</li> <li>• There is no system breakdown leading to no sale.</li> </ul>	
	Punch 5 diff. items to check	<p><b>5. That all the products to be sold are issued to stations in the system:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Stock transfer is done into the system for opening the shift.</li> <li>• All the products for sale are available and ready for sale.</li> </ul>	

Review method	Sample size	Criteria	Reference
	With 2 different cinepolite	<p><b>6. That the cinepolite are provided with all the tools for operations:</b></p> <ul style="list-style-type: none"> <li>• Verify the cinepolite has: <ul style="list-style-type: none"> <li>○ Pen</li> <li>○ Complimentary slips.</li> <li>○ EDC machine.</li> <li>○ False bill/fake note detector machine.</li> <li>○ EDC machine rolls.</li> <li>○ Printer rolls.</li> </ul> </li> </ul> <p>Note: verify that there is a process to do concessions sales in case of system breakdown (manual bill book).</p>	
	Minimum check on 2 POS	<p><b>7. That the cinepolite logs into the system using his ID only and be ready to sell 15 minutes before the start of the first show:</b></p> <ul style="list-style-type: none"> <li>• Verify that employee logs into the system using his ID and not of any other employee.</li> </ul>	
	3 different equip. for proper functioning	<p><b>8. That all the equipments are operational and functioning 15 minutes before the start of the first show:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the equipments are functional.</li> <li>• The calibrations of each equipment.</li> <li>• The cleanliness of each equipment.</li> </ul> <p>Note: popcorns kettle has right temperatura and popping. Bun Warner not having too much water and high temp. Making the buns soggy. Griller is at right temperatura for the franfurter to be juicy and edible and not dry. Coke dispensed is at the correct temperatura.</p>	


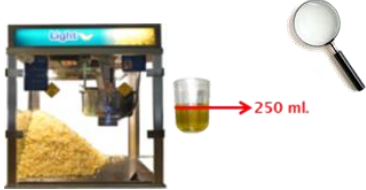


Review method	Sample size	Criteria	Reference
	2 products to check	<p><b>9. That all the products are ready for sale 15 minutes before the first interval:</b></p> <ul style="list-style-type: none"> <li>• Verify all the products for sale are available and ready for sale.</li> </ul>	
	Any 2 cinepolite	<p><b>10. That the fresh lot of popcorns (all flavours) is made and mixed with with the left overs of the previous day (if any):</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The process of left over popcorns from the cinepolite.</li> <li>• That the popcorns are made and kept ready of sale.</li> </ul>	
	Check all displays	<p><b>11. That all the lights of the nachos display and the FDU's are functional:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the lights of the nachos warmer are functional.</li> </ul>	






Review method	Sample size	Criteria	Reference
	<p>The FDU's</p>	<p><b>12. That all the FDU's and cold display units are clean from inside:</b></p> <ul style="list-style-type: none"> <li>• Verify the cleanliness of the Food display unit (FDU) cold and warm (whichever available) inside out.</li> </ul>	
	<p>Check 3 different equips.</p>	<p><b>13. That all the equipments at concessions and CT are working and clean, according to defined criteria:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the equipments are functional.</li> <li>• The calibrations of each equipment.</li> <li>• The cleanliness of each equipment.</li> </ul> <p>Note: Coffee dispensed is hot and not luke warm. Sandwich griller is at the right temperature. Oven is at the rig temperatura and has the correct belt speed.</p> <ul style="list-style-type: none"> <li>• That the bun warmer has the right quantity of wáter (i.e. 210 and is noto ver flowing to damage the hot dog breads).</li> <li>• That the bun warmer is set at the right temperatura 160 °F.</li> </ul> <p><b>Equipments concessions</b></p> <ul style="list-style-type: none"> <li>○ Popcorn machines (switch on 20 minutes before opening).</li> <li>○ Frankfurt roller 180 °F (10 minutes).</li> <li>○ Hotdog bun warmer (160 °F).</li> <li>○ Nachos warmer (135-155 °F).</li> <li>○ Cheese dispenser (One pump 30ml).</li> </ul> <p><b>Equipments coffee tree</b></p> <ul style="list-style-type: none"> <li>○ Salamander (7-8)</li> <li>○ Sandwich griller (180-200 °F),</li> <li>○ Blender (Calibrated to 30sec) ,</li> <li>○ Coffee machine (switch on 10 minutes before opening).</li> </ul>	




Review method	Sample size	Criteria	Reference
		<ul style="list-style-type: none"> <li>○ Pizza oven (200-250 °F).</li> </ul>	
	<p>All the blenders</p>	<p><b>14. That the milkshake jars/blenders are clean inside out:</b></p> <ul style="list-style-type: none"> <li>• Verify the cleanliness of the blades, motor and jars.</li> </ul>	
	<p>Randomly check min. 3 syrups</p>	<p><b>15. That the coke fountain machine is functioning properly:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• The cleanliness of the nozzles, they are clean and not chipped.</li> <li>• Cobra Python is in good shape and not torn and wearing out and not visible from inside.</li> <li>• The syrup lines have the correct pressure (i.e. 80-100 PSI).</li> <li>• The break cycle of the syrup is done monthly by the coke team and there is a record of the same.</li> </ul>	









Review method	Sample size	Criteria	Reference
	Check against the display pic	<p><b>16. That the food displayed inside the FDU (chocolates/coke/sandwiches, etc.) is according to a set parametres/defined layout:</b></p> <ul style="list-style-type: none"> <li>• Verify the cleanliness of the food display unit inside out and its organisation.</li> </ul>	
	The defined levels in the system.	<p><b>17. That the stations has a minimum defined quantity of stock for starting operations 15 minutes before the start of the first show:</b></p> <ul style="list-style-type: none"> <li>• Verify that there should be defined separate minimum stock levels of for opening the shift on a weekday and weekend.</li> <li>• Check the issue records for 5 days randomly in the current month.</li> </ul>	
	2 kettles thoroughly	<p><b>18. That all the kettles are operational and in good physical condition (all parts clean):</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the kettles are operational.</li> <li>• That the kettle is clean from inside.</li> <li>• That all the small wares are washed daily and are clean.</li> <li>• That the corn container with the oil container area is clean.</li> <li>• That the filters are clean.</li> <li>• That the kettle air hoods are clean.</li> <li>• That there is a cleaning schedule for the kettles which is followed.</li> <li>• Check the cleaning schedule, it should be signed by the supervisor and the manager.</li> </ul>	

















Review method	Sample size	Criteria	Reference
	<p>At least 1 caramel and butter salted to be checked.</p>	<p><b>19. That the equipment are calibrated according to the manual for each flavour of popcorn.</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• All the kettles are calibrated for oil.                             <ul style="list-style-type: none"> <li>○ Popcorn salted 300 ml oil.</li> <li>○ Popcorn maker caramel 450 ml oil.</li> <li>○ Frankfurt Griller 180 °F.</li> <li>○ Hotdog bunwarmer (160 °F).</li> <li>○ Nachos warmer (135-155 F).</li> <li>○ Cheese dispenser (30ml per pump).</li> </ul> </li> </ul> <p><b>EQUIPMENTS COFFEE TREE</b></p> <ul style="list-style-type: none"> <li>○ Salamander (7-8)</li> <li>○ Sandwich griller (180-200 °F).</li> <li>○ Blender (calibrated to 30sec).</li> <li>○ Coffee machine (switch on 10 minutes before opening).</li> <li>○ Pizza oven (200-250 °F).</li> </ul>	
	<p>Self explanatory</p>	<p><b>20. That there is a defined place for keeping each item in concessions (tagging):</b></p> <ul style="list-style-type: none"> <li>• Verify that the area is properly organised.</li> </ul>	







Review method	Sample size	Criteria	Reference
	Min. 3 equip. and last 3 cleaning schedules	<p><b>21. That there exists a daily/weekly cleaning schedule for each equipment:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a list of tasks for daily cleaning printed, it should specify the cleaning tasks superficial and Deep, which must be per area (concessions, dulcópolis, etc).</li> <li>• The list should indicate the frequency of the activities, as well as the person in charge of doing them, and it must be visible for the collaborators of the área.</li> <li>• That the list is signed, daily by the person in charge of verifying that the activities indicated have been carried out.</li> </ul>	
	Self explanatory	<p><b>22. That there is a spray gun with Ecolab Multisurface Cleaner (chemical) and a Green Microfiber Cloth (1 for 2 POS) for cleaning during operations:</b></p> <ul style="list-style-type: none"> <li>• Verify that each counter has its own cleaning material lying under it.</li> </ul>	
	Self explanatory	<p><b>23. That raw corn is kept pre-portioned with seasoning for immediate use:</b></p> <ul style="list-style-type: none"> <li>• Verify that the corn is kept pre portioned for immediate use. Minimum 10-15 portions.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>Randomly for 3/4 shows in a day and 3/4 diff. Days</p>	<p><b>24. That the site is doing PRP (pre-rush preparation) for every interval.</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the PRP checklist is being followed timely before the interval.</li> <li>• That all the products are ready and available for sale during the interval.</li> <li>• That all the equipments are working in order to serve the patrons fast.</li> <li>• That the cinepolite know the interval time, audi no. and the No. Of patrons in that particular audi.</li> <li>• That (preferably) no one is on break during the interval (máximum can be 1 person).</li> </ul> <p>Note: in case there are 3-4 intervals within a time span of 20-30 minutes, then PRP can be done for all the intervals at the same time before the first interval of this period starts.</p>	
	<p>For 3/4 diff days</p>	<p><b>25. That there is a yield test conducted twice a day (morning and evening) for butter salted and caramel popcorns to check the quality of the corns:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the yield test for popcorns is done minimum twice a day (i.e. for each shift).</li> <li>• That the cinepolite knows the yield of popcorns and the process of conducting the yield test.</li> </ul>	

Review method	Sample size	Criteria	Reference
	Ask cinepolite	<p><b>26. That all the products are made according to the recipe's.</b></p> <ul style="list-style-type: none"> <li>Verify the recipe of 3 different products from the cinepolite for each concessions and CT.</li> </ul>	
	2 kettles	<p><b>27. That all the smallware required for operations is available.</b></p> <ul style="list-style-type: none"> <li>Verify that there are available all the small wares (i.e. tongs, measuring jug, seasoning spoon, seasoning containers, scoop, ladles, ice scoop, etc.</li> </ul>	
	Under counters.	<p><b>28. That the physical condition of the floor, walls and ceiling is good:</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>No slippery floor, no broken tiles.</li> <li>All the corners clean.</li> <li>No visible garbage.</li> <li>No tape marks or paint patches.</li> </ul>	
	Do min 2 pumps to check	<p><b>29. That the cheese dispenser pump is properly calibrated (1 pump = 30 gms):</b></p> <ul style="list-style-type: none"> <li>Verify the pump should be set in such a manner that one pump gives 30gr of cheese dip. The dispenser must be clean from inside.</li> </ul>	





Review method	Sample size	Criteria	Reference
	Min. 4 nachos portion	<p><b>30. That the nachos is served with proper accompaniment (60gm cheese dip) 2 pumps:</b></p> <ul style="list-style-type: none"> <li>Verify that each nacho portion weighs 90 g.</li> </ul>	
	For past 2 dates of change	<p><b>31. That the fryer has the oil change schedule which is followed and has the minimum oil level defined wick should be followed:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>That there is a oil change Schedule for the fryer.</li> <li>The oil change to be happening and followed as a Schedule.</li> <li>The minimum level of oil for the fryer.</li> <li>The oil to be enough as per the defined criteria.</li> </ul>	
	100 %	<p><b>32. That the exhaust hoods are clean and there is no oil accumulations:</b></p> <ul style="list-style-type: none"> <li>Verify the cleanliness and there is no grease accumulation.</li> </ul>	
	100 %	<p><b>33. That all the steel equipments are polished with S7 after cleaning for proper shine and smooth surface:</b></p> <ul style="list-style-type: none"> <li>Verify that all the steel equipments are shining.</li> </ul>	

Review method	Sample size	Criteria	Reference
	Against the display pic	<p><b>34. That the baguis station has the proper layout for vegetable and other ingredients:</b></p> <ul style="list-style-type: none"> <li>• Verify the order of layout for the baguis station from the cinepolite.</li> <li>• The order to be correct.</li> </ul>	
	3 products	<p><b>35. That there is a date of making and expiry mentioned on all the pre-portioned raw material for products:</b></p> <ul style="list-style-type: none"> <li>• Check the dates for minimum 3 products.</li> </ul>	
	Min. 3 products	<p><b>36. That all products for sale are not expired:</b></p> <ul style="list-style-type: none"> <li>• Verify min 3 different products from each category i.e frozen, syrup &amp; sauces.</li> </ul>	





Review method	Sample size	Criteria	Reference
	Self explanatory	<b>37. That all products are kept under proper conditions:</b> Verify that the temp. of the storage equipment is correct.	
	The machine	<b>38. That the coffee machine is operational and clean:</b> <ul style="list-style-type: none"> <li>• Verify the cleanliness.</li> </ul>	
	Self explanatory	<b>39. That the ice cream is kept in aluminium containers inside the chest freezers and not in paper packering:</b> <ul style="list-style-type: none"> <li>• Ice cream is kept in aluminium containers inside the chest freezers and not in paper packering.</li> </ul>	







Review method	Sample size	Criteria	Reference
	Self explanatory	<p><b>40. That there is a standard place for cleaning and keeping all the kitchen smallware, which is followed:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the sauce containers are emptied at night and kept overturned at the 3 sink.</li> <li>• That all the pumps are washed properly for no sauce left inside and kept hanging at the 3 sink.</li> </ul>	
	Self explanatory	<p><b>41. That the kitchen is clean and organised:</b></p> <ul style="list-style-type: none"> <li>• Verify the floor is not slippery and is free of debris.</li> </ul>	
	Self explanatory	<p><b>42. That the BIBs (bag in box) station is clean and in good physical shape:</b></p> <ul style="list-style-type: none"> <li>• Verify that the stand is clean and none of the BIBS are torn/leaking.</li> </ul>	













Review method	Sample size	Criteria	Reference
	Self explanatory	<p><b>43. That the condiments stations are in proper condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Pumps are clean and 3/4th full.</li> <li>• That there is proper ice under all the condiments.</li> <li>• That the dustbins in the condiments station are lined and clean.</li> </ul>	
	Self explanatory	<p><b>44. That the information displayed through the LCD's and the menu panel is correct:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the LCD displays the correct products for sale in the menu.</li> <li>• That the LCD displays the correct price of all the products.</li> <li>• That the LCD plasmas are clean from front and behind alike.</li> </ul>	





## 2.2. Box office

Review method	Sample size	Criteria	Reference
	Minimum 3 diff items	<p><b>1. That the furniture and accessories is clean and organised when the morning team arrives:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the equipments are clean.</li> <li>• That all the furniture is clean.</li> <li>• All the dustbins are clean, with a liner and empty.</li> <li>• That all the things are at their respective places.</li> <li>• That the counters are clean and organised.</li> <li>• That there is not any extra or unwanted material/item lying at the BO.</li> <li>• That the counter does not have any loose hindges.</li> <li>• That the counter does not have any loose handles.</li> <li>• That the counter does not have any broken furniture.</li> <li>• Tha the counter is clean and not having any smudges/dust.</li> </ul>	
	2 diff POS & printers	<p><b>2. That the physical condition of all the computer equipment is good and operational:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the monitor screens are clean.</li> <li>• That all the equipments are clean.</li> <li>• That the computer equipment (POS) is clean, in good conditions and ready for operations.</li> </ul>	

Review method	Sample size	Criteria	Reference
	100 %	<p><b>3. That the cinepolite is ready to sell the tickets 15 minutes before the start of the first show:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>The box office opening (start selling ticket) is 30 minutes before the first show.</li> <li>That the actual seller matches with the person registered in the system and that he/she wears the uniform according to what is established (check criteria of PCA).</li> </ul>	
	Physically check	<p><b>4. That the physical condition of the floor, walls and ceiling is good:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>No slippery floor, no broken tiles.</li> <li>All the corners are clean.</li> <li>No visible garbage.</li> <li>No tape marks or paint patches.</li> </ul>	
	Physically check the stationary	<p><b>5. That the cinepolite has all the necessary tools to open the box office:</b></p> <ul style="list-style-type: none"> <li>Verify the cinepolite has pen, complimentary slips, EDC machine, false bill/fake note detector machine, EDC machine rolls, printer rolls.</li> </ul> <p>Note: verify that there is a process to do tickets sales in case of system breakdown (manual bill book).</p>	







Review method	Sample size	Criteria	Reference
	Physical check	<p><b>6. That the opening closing checklist is followed properly:</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>	
	100 %	<p><b>7. That information displayed through the LCD is correct:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the LCD displays the correct movies.</li> <li>• That the LCD displays the correct Price of all the movies.</li> <li>• That the LCD plasmas are clean from front and behind alike.</li> </ul>	
	100 %	<p><b>8. That all the ticketing Kiosks are in good physical condition and operational:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The ticketing kiosk must be switched on 40 minutes before the first show, ready for operating, clean and without dents or scratches, and with the screen saver of “Cineticket” activated.</li> <li>• The ticketing kiosk must have a ticket roll connected, at least 50% of it, plus one more complete new roll in stock.</li> <li>• The ticketing kiosk must be clean, inside and outside, without dust, residues, etc.</li> <li>• And check that the trolley has a proper tagging.</li> <li>• And check that the steamer is working properly.</li> <li>• And check that the acrylic is not cracked and without any scratches.</li> </ul>	







Review method	Sample size	Criteria	Reference
		<ul style="list-style-type: none"> <li>• And check that the trolley creactive is fine.</li> <li>• And check that there are no loose wires visible to the patron.</li> <li>• And check that the trolley wheels are in good shape and clean.</li> </ul>	
	Manual kit check	<p><b>9. That there is a emergency stationery kit available for manual operations (if need arises):</b></p> <ul style="list-style-type: none"> <li>• Verify that there is an emergency kit available in case of system breakdown to continue the ticket sale.</li> </ul> <p>Note: It should have a pencil, audi layout of all the audi's calculator, stamp etc.</p>	
	Physical check	<p><b>10. That there is a synopsis file which is complete and properly mantained:</b></p> <ul style="list-style-type: none"> <li>• Verify that the site has the synopsis file with all the information. The information in the synopsis file to be displayed in the following fashion: censor certificate, policies, current week's Schedule, movie calendar of coming 3 months, promotions (if any), synopsis (now showing movies), synopsis (upcoming movies).</li> </ul>	





Review method	Sample size	Criteria	Reference
	Physical check	<p><b>11. That the BO canopy is as per prescribed standard:</b></p> <ul style="list-style-type: none"> <li>• Verify that the canopy is clean, free of dust, not loose or falling from edges.</li> </ul>	
	100 %	<p><b>12. That the poster boxes next to BO clean, not broken and in good physical condition:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That all the posters 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>	







## 2.3. Projections













Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>1. That the physical condition and cleaning of the port hole (projections window) good:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The windows are clean, without stains, scratches, etc.</li> <li>• That the port hole is clean from the other side (audi side), does not have dust accumulated, is evenly painted (black).</li> <li>• Check the windows are not loose and are well maintained and fastening clips are complete.</li> </ul>	
	<p>100 %</p>	<p><b>2. That the floor, walls and ceiling are in good physical condition:</b></p> <ul style="list-style-type: none"> <li>• Verify the cabins are clean, in order and well maintained for: floors, walls, surfaces (shelves), and ceiling.                      Note: the floor should not be swept, only use mop and wiper.</li> </ul>	
	<p>100 %</p>	<p><b>3. That there is no material lying on the floor and there is a proper place designated for each item:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That no projections material should be lying on the floor and should be stored in respective shelves at a proper designated place.</li> <li>• That all the accessories/additional items for P&amp;S, Bulbs &amp; Tools should all be placed at a designated place in proper racks/shelves and not on the floor.</li> </ul>	

Review method	Sample size	Criteria	Reference
	Check for access control	<p><b>4. That the projection room has limited access only authorised people (access control):</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The projection room should be accesible only to the managers and the projections &amp; IT staff. No other staff member should be allowed to visit the projections room.</li> <li>• That the projections door has access control.</li> </ul>	
	Check file for past 2 weeks	<p><b>5. That there is a process for managing the movie hard drives (incoming and out going):</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Are all the hard drives stored properly and in cases and not left in open.</li> <li>• The movies that are not being shown must be packed and sent back to scrabble. Movies more than 1 week (current and running) should not be there in property.</li> <li>• Check the movie incoming and outgoing log.</li> </ul>	
	100 %	<p><b>6. That there is no extra and unwanted material lying in the projections:</b></p> <ul style="list-style-type: none"> <li>• Verify that the projection room must be without any: personal objects, lockers, chairs/arm chairs/seats, appliances, TVs, personal computers, mobile phones/music players.</li> </ul>	




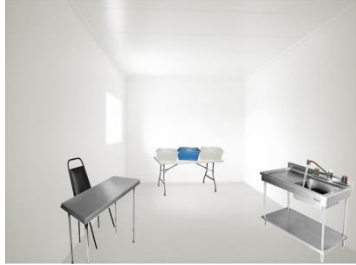


Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>7. That the physical condition &amp; cleaning of the sound racks is proper:</b></p> <ul style="list-style-type: none"> <li>• Verify that the sound rack is clean from the under mentioned perspectives:                             <ul style="list-style-type: none"> <li>○ Internal and external surfaces of the rack.</li> <li>○ Components surfaces (processor, monitor, cross over, amplifiers, no break).</li> <li>○ Base and walls of the sound rack.</li> </ul> </li> </ul>	
	<p>100 %</p>	<p><b>8. That the physical condition and cleaning of the digital projector is proper:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the projection equipment is clean and sound working properly, if there is anything fault, back it up with a fully detailed printed report.                             <ul style="list-style-type: none"> <li>○ Cleaning of digital equipment:</li> <li>○ Surfaces of digital projector.</li> <li>○ Digital lens.</li> <li>○ Real D (two 3D polarisers), once a week (it is to be cleaned using with a micro fiber towel).</li> <li>○ Server (Qube).</li> </ul> </li> <li>• That the whole projections team knows 8 preventive steps for digital projectors.</li> </ul> <p>Note: at the time the status of the bulbs is checked, the safety equipment must be used, which should be available in the cabins area.</p>	

Review method	Sample size	Criteria	Reference
	<p>100 %</p>	<p><b>9. That all the tools required in projections are organised and kept properly:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the tools are kept in a proper place.</li> </ul>	
	<p>100 %</p>	<p><b>10. That there is a log of the monthly lamp hours for each projector:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the lamp hours are recorded on daily basis.</li> <li>• The file for last month and this month lamp hours.</li> <li>• The process of checking the lamp hours.</li> </ul>	
	<p>Random check 3 days</p>	<p><b>11. That there exists a projections log book:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the projections staff has a log book for internal communication which is used for communication amongst them.</li> <li>• That the unit manager goes through the log book once in a fortnight and gives his comments (if any).</li> </ul>	






Review method	Sample size	Criteria	Reference
	<p>Random check 3 days</p>	<p><b>12. That there exists a daily/weekly deep cleaning schedule for the projections:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a list of tasks for daily cleaning printed, it should specify the cleaning tasks superficial and deep, which must be per area (i.e. projections).</li> <li>• The list should indicate the frequency of the activities, as well as the person in charge of doing them, and it must be visible for the collaborators of the area.</li> <li>• That the list is signed, daily, by the person in charge of verifying that he activities indicated hacc been carried out.</li> </ul>	
	<p>Ask all the projection people on shift</p>	<p><b>13. That all employees at projection know the 8 basic process:</b></p> <ul style="list-style-type: none"> <li>• Always have adequate and trained staff to operate the theater (projection supervisor, operators, screenings monitors).</li> <li>• Do not power off projection equipment, unless it is necessary to reset locks (projectors, servers and TMS).</li> <li>• Maintain the projection equipment dust free (surfaces, filters, windows, extractors) according to the cleaning routines.</li> <li>• Do not disassemble equipment without permission and knowledge and do not allow xenon lamp replacement or perform any other services to unqualified personnel.</li> <li>• Do not move the audio processor settings and volumen control son the amplifiers.</li> <li>• Periodically review the settings for macros (masks by format and resolution) to prevent incorrect projections.</li> <li>• Respect and display advertising and trailers guidelines as pacesetter times weekly scheduled by management and exhibit the entire ending cast (credits).</li> <li>• Any malfunction of equipment that cannot be solved in house, it is necessary to set a work order in used system.</li> </ul>	






Review method	Sample size	Criteria	Reference
	<p>Check for past incident report</p>	<p><b>14. That there is a breakdown log maintained by the projections team for any movie failure:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there exists a log in case of any show stoppage due to any reason.</li> <li>• Check the log.</li> <li>• Verify that the manager signs it.</li> </ul>	
	<p>100 %</p>	<p><b>15. That the AHU rooms are clean and no extra material lying in the room:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the floor is clean and there is no extra material lying in the AHU room.</li> <li>• That the AHU filters are clean and there is a schedule of cleaning them on weekly basis.</li> </ul>	
	<p>100 %</p>	<p><b>16. That the site is maintaining the sound file to check functioning of each speaker:</b></p> <ul style="list-style-type: none"> <li>• Check the register which ensures that file is maintained for each weekly check.</li> <li>• Ask the projectionist for the frequency to check the speakers.</li> <li>• Verify that the the speakers of all the audi are checked each thursday night before the opening of the new schedule and the report for any variance shared with the unit head.</li> </ul>	







## 2.4. Deep cleaning processes

Review method	Sample size	Criteria	Reference
	Min. 2 cinepolite	<p><b>1. That there exists the 3D glasses cleaning process:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the 3D glasses process exists and is followed.</li> <li>• The 3D glasses cleaning process from the cinepolite.</li> </ul>	
	Physically check the cleaning place	<p><b>2. That there exists a proper place allocated for the cleaning of the 3D glasses:</b></p> <ul style="list-style-type: none"> <li>• Verify that there is a separate place for cleaning of glasses.  Note: should be dust free.</li> </ul>	
	Physical check	<p><b>3. That all the chemicals and things required for cleaning and packing the glasses are available:</b></p> <ul style="list-style-type: none"> <li>• Verify that all the material required for cleaning of the glasses is available.</li> </ul>	



Review method	Sample size	Criteria	Reference
	Physical check	<p><b>4. That there is a proper inventory maintained for the 3D glasses (both in use and discarded):</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• There is a process of inventory of 3D glasses.</li> <li>• The logs.</li> </ul>	
	Random check 3 days	<p><b>5. That there is a daily/weekly deep cleaning process and schedule for audi's:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a list of tasks for daily cleaning printed, it should specify the cleaning tasks superficial and deep, which must be per area (i.e. audi's).</li> <li>• The list should indicate frequency of the activities, as well as the person in charge of doing them, and it must be visible for the collaborators of the area.</li> <li>• That the list is signed, daily, by the person in charge of verifying that his activities indicated have been carried out.</li> </ul>	
	Check 3 rows in each audi	<p><b>6. That the audi seat backs are polished once in a month:</b></p> <ul style="list-style-type: none"> <li>• Verify the seat back to be shining.</li> </ul>	<p><b>No tenemos la fotografía.-</b></p>

Review method	Sample size	Criteria	Reference
	Random check 3 days	<p><b>7. That the audi carpets are being shampooed on weekly basis, or when necessary:</b> <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The carpet to be clean.</li> <li>• The spotting process to be followed.</li> <li>• The spotting file.</li> </ul>	
	Ask the HK guy	<p><b>8. That there is a frequency ensuring the cleaning of the garbage areas:</b></p> <ul style="list-style-type: none"> <li>• Verify the EOD daily.</li> </ul>	
	Check 3 audi	<p><b>9. That the audis have been cleaned properly at night for proper opening of shift:</b> <b>Revisar</b></p> <ul style="list-style-type: none"> <li>• Verify the cleanliness of audi is perfect before the start of the first show.</li> </ul>	

Review method	Sample size	Criteria	Reference
	100%	<p><b>10. That the lobby has been cleaned properly at night for proper opening of shift:</b></p> <ul style="list-style-type: none"> <li>• Verify that the cleanliness of the lobby is perfect before the start of the first show.</li> </ul>	
	100 %	<p><b>11. That the stations (BO &amp; Concessions) have been cleaned properly at night for proper opening of shift:</b></p> <ul style="list-style-type: none"> <li>• Verify that the cleanliness of Bo &amp; Concessions is perfect before the start of the first show.</li> </ul>	
	100 %	<p><b>12. That the washrooms have been cleaned properly at night for proper opening of shift:</b></p> <ul style="list-style-type: none"> <li>• Verify that the cleanliness of washrooms perfects before the start of the first show.</li> </ul>	

## 3. Changes chart

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

## 4. Referenced documents

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Referenced documents	Code