



# OPERATIVE OPENING CRITICAL POINTS

Operating procedures  
US-OP-OOCP-00

## CINÉPOLIS


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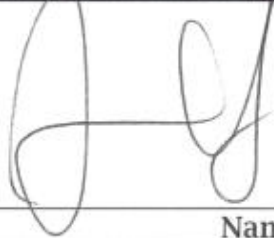
**Cancel and replaces:** None.


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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:

### 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.

<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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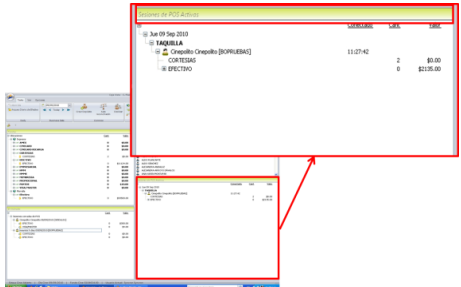
	Verification of records.
	Verification time base.
	Check on the computer system.
	Verification by calculation or analysis.





## 2. Critical points










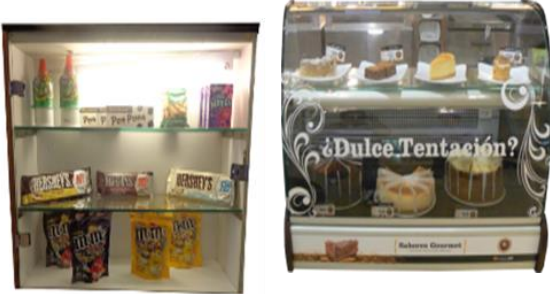

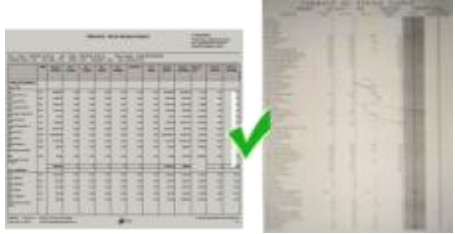
## **2.1. Kitchen, bar and concessions**


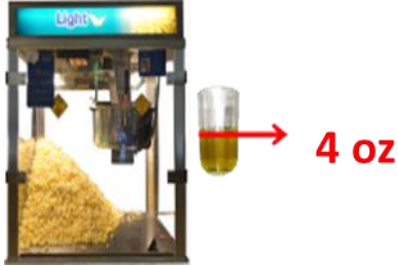


Review method	Sample size	Criteria	Reference
	<p>100 % of the three areas</p>	<p><b>1. Basic cleaning material is in all the required areas (concessions, bar and kitchen):</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That in each area there is a sanitizer bucket, cloth, broom and dustpan.</li> <li>• Cleaning supplies should be clean and in good conditions.</li> <li>• Cleaning supplies should be out of the guest’s sight and apart from the food preparation area.                      They should be arranged in shelves or racks and organized.</li> </ul>	
	<p>Enabled Equipment</p>	<p><b>2. Are the physical and operation conditions of the computer equipment (POS, drawers, printer) of the concessions and bar are in adequate condition,30 minutes before the first show:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the computer equipment (POS) is clean (free from dust or stains), in good conditions (not broken or scratched) and ready to operate.</li> <li>• That the printers are free from dust or stains, prints complete clear texts with uniform color.</li> <li>• Area where the drawer is placed is clean and without personal belongings.</li> <li>• That all computer equipment is enabled and ready to operate 30 minutes before the first show. POS should be stocked with thermal paper and Pens.</li> <li>• That all the cabling is out of the guest’s sight, clean and organized.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>All Active Stations</p>	<p><b>3. Make sure that concessions and bar POS that are going to opened are stocked and ready for business. Tills are assigned to the correspondent employee in their assigned POS 30 minutes before the first show.</b>  <b>Check:</b></p> <ul style="list-style-type: none"> <li>• The POS sessions that are going to be opened must be ready at least 30 minutes before open.</li> <li>• Those areas are stocked with necessary material to conduct transactions (Thermal Paper &amp; Pens).</li> </ul>	
	<p>The necessary for the opening</p>	<p><b>4. Concessions and bar employee have the necessary tools to work</b>  <b>Validate:</b></p> <ul style="list-style-type: none"> <li>• That the employee has:                             <ul style="list-style-type: none"> <li>○ Pen.</li> <li>○ Showtime.</li> <li>○ Wine opener (for bar employee).</li> <li>○ Cut gloves available for kitchen employees.</li> <li>○ Thermometer (for kitchen employee).</li> </ul> </li> </ul>	
	<p>Logs for each area</p>	<p><b>5. That temp Logs are up to date</b></p> <ul style="list-style-type: none"> <li>• Validate that the logs are complete and signed. Verify all temps are within standards.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>All equipment</p>	<p><b>6. That all equipment in concessions and bar are in good condition. Equipment is clean and not damaged:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• All equipment should be switched on 30 minutes before open:                             <ul style="list-style-type: none"> <li>○ Oven.</li> <li>○ Fryer.</li> <li>○ Grill.</li> <li>○ Warmers &amp; heat lamps.</li> <li>○ Panini press.</li> <li>○ Ice must be in ice bins before open (ice machine).</li> </ul> </li> <li>• The popcorn machines should be switched on 30 minutes before open. All popcorn is available upon opening.</li> </ul>	
	<p>1 sample per type of product</p>	<p><b>7. That kitchen, concessions and bar areas are ready prior to opening:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• Products ready for sale:                             <ul style="list-style-type: none"> <li>○ Prepared to sell all products</li> </ul> </li> </ul> <p>Equipment ON- Ovens, warmers, grill, Panini press, fridge to temp, heat lamps.</p>	



Review method	Sample size	Criteria	Reference
	<p>One per flavor</p>	<p><b>8. That popcorn is prepared fresh and available upon opening: check</b></p> <ul style="list-style-type: none"> <li>• Freshly made popcorn of all flavors are available. Any gourmet popcorn is pre-portioned.</li> <li>• Popcorn should be made fresh upon opening and based on attendance made thereafter.</li> <li>• Test popcorn quality and check: texture, flavor, oil, temperature, crunch, color (not burnt).</li> </ul>	
	<p><b>All</b> equipment</p>	<p><b>9. That the temperatures of all the equipment from kitchen, concessions and bar are correct: Check</b></p> <ul style="list-style-type: none"> <li>• All refrigerators 41 degrees or below.</li> <li>• Freezer 32 degrees or below.</li> <li>• Oven on 400°.</li> <li>• Fryer on 350°.</li> <li>• Grill on High temp.</li> <li>• Warmers &amp; heat lamps on or high temperature.</li> <li>• Panini press on 400.</li> </ul>	


Review method	Sample size	Criteria	Reference
	<p>Enabled tower</p>	<p><b>10. That the soda fountain system is in good maintenance and operating condition:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• Syrup ratios are accurate to taste testing.</li> <li>• Syrup is stocked and back-up available</li> <li>• Ice bins have been filled and prepared for business.</li> </ul>	
	<p>At least 2 displays of each area</p>	<p><b>11. That displays in concessions and bar are ON and current:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the displays are arranged according to the defined instructions by the F&amp;B area and the <b>price for each product is visible.</b></li> <li>• All displays should be illuminated (during all working day).</li> <li>• Food displays must be "refreshed" based on appearance.</li> <li>• Display items that have expiration dates are rotated out as to not waste product.</li> <li>• Displays: screens, dessert case and candy case.</li> </ul>	
	<p>All Sub-POS</p>	<p><b>12. That there is an ideal stock based on PARs and requirements:</b></p> <ul style="list-style-type: none"> <li>• Validate that inventory is kept according to PARs. PARs are set based on volume and are subject to change.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>1 equipment per type</p>	<p><b>13. That all equipment in kitchen, concessions and bar are calibrated according to the established criteria:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• CONCESSIONS EQUIPMENT:                             <ul style="list-style-type: none"> <li>○ The 32oz popcorn machine is calibrated with 8oz of oil per popping recipe and the 16oz popcorn machine is calibrated with 4oz of oil per popping.</li> <li>○ When validating the calibration of the popcorn machines, it should not be done in the first preparation round or before making the opening batch. The calibration should be done in the second batch.</li> </ul> </li> </ul>	
	<p>1 sample per utensil type</p>	<p><b>14. That the physical and operating conditions of the utensils from kitchen, concessions and bar are in good quality</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• Ice scoops must not be damaged or broken.</li> <li>• Ice scoops must be stored in ice scoop container.</li> <li>• Knives must be sharp. Tongs must be in working order. Pans must be in good condition and not damaged. Spatulas must be in good condition, handles not melted. Squeeze bottles must be in good condition and not melted.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>100%</p>	<p><b>15. That the physical and operating condition of the counters (furniture in general) from concessions and bar are adequate:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the counter is clean, including under the POS, clear of dirt, debris and vandalism.</li> <li>• All storage areas are organized.</li> <li>• There cannot be personal objects in any work area.</li> <li>• That the counter is clean, even under the Coca Cola equipment, popcorn machines, refrigerators, freezers for ice-creams, and coffee/tea makers.</li> </ul>	
	<p>100% of the area</p>	<p><b>16. That the floor, ceiling and walls from kitchen, concessions and bar are in good physical, cleaning, maintenance and operation conditions:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• All floors, walls and counters are clean, free of debris. No spills or grease.</li> <li>• Ceiling tiles are clean and maintained. No tiles are damaged</li> </ul>	









Review method	Sample size	Criteria	Reference
	50% of the equipment from kitchen, concessions and bar <b>including</b> the ice machine	<p><b>17. That the maintenance, cleanliness, physical and operating conditions of the equipment from kitchen, concessions and bar are adequate:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the popcorn machines are clean, in good condition, with the sign on top indicating the flavor; the kettle is clean inside and outside without stains, leftovers or grease; filters are free from leftovers or grease; the motor of the warmer is free from leftovers or grease; inside and out as well as the inferior storage, doors complete, fixed and clean, and when moving the popcorn machine it is clean underneath.</li> <li>• The hoods and filters are clean and in good conditions.</li> <li>• That the lighting in all the <b>equipment</b> is switched on during operations.</li> <li>• All ingredients for popcorn should be in storage: kernel, butter, oil, etc.</li> <li>• That the cheese dispenser is in good condition, clean, free from leftovers or stains both inside and outside and also check the fan motor.</li> <li>• That the Coke machine is in good condition, free from leftovers or stains, clean and sanitized nozzles, clean under the grids, and ice bins are clean.</li> <li>• That the refrigerators are clean both inside and outside, revise the fan motor.</li> <li>• Cleanliness and good physical condition of:                         <ul style="list-style-type: none"> <li>○ Freezers.</li> <li>○ Ovens.</li> <li>○ Grill.</li> <li>○ Warmers &amp; heat lamps.</li> <li>○ Panini press.</li> </ul> </li> </ul>	







Review method	Sample size	Criteria	Reference
		<ul style="list-style-type: none"> <li>• That the burners are clean and in good conditions.</li> <li>• That the coffee and tea machines are clean, free from leftovers in the filters and in good conditions.</li> <li>• That the fryer is clean and in good condition, oil is changed based on color.</li> <li>• The ice machine is free from any objects, clean and in good condition. The ice bin should also be clean, and the ice served with specific scoops. Ice scoop containers should be used.</li> </ul>	
	<p>1 month documented</p>	<p><b>18. There is a daily cleaning schedule (superficial and deep), for kitchen, concessions and bar and it is performed correctly:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That there is a daily cleaning schedule printed, where it states the specific areas needing both quick and deep cleaning.</li> <li>• That the log indicates the frequency of the activities and the responsibility for each.</li> <li>• That the log is in the sight of all employees.</li> </ul>	




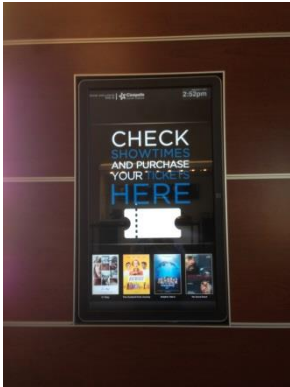
Review method	Sample size	Criteria	Reference
	<p>3 samples per product</p>	<p><b>19. That all products from concessions and bar are prepared and/or portioned according to the current recipe:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That all the portioned products are accurate to recipe.</li> <li>• Examples:                             <ul style="list-style-type: none"> <li>○ Gourmet popcorn: 5.5 oz.</li> <li>○ Chicken for nachos &amp; quesadillas: 3 oz.</li> <li>○ Fries: 6 oz.</li> <li>○ Chicken tender: 4 pieces.</li> </ul> </li> <li>• Current recipes are posted in the kitchen wall.</li> </ul>	
	<p>At least 1 product per type</p>	<p><b>20. That all products on sale in concessions and bar are fresh</b></p> <ul style="list-style-type: none"> <li>• Check FIFO, no expired products.</li> <li>• Select at least 5 products randomly to validate their freshness.</li> </ul>	
	<p>At least 1 product per type</p>	<p><b>21. That all refrigerated and frozen products follow the defined criteria:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• Meats should be separated from produce. If not able to separate raw from cooked, raw should be on bottom shelf.</li> <li>• Refrigerated food should be at 41 degrees or below. Frozen foods should be at 32 degrees or below.</li> <li>• Validate no items are stored on the floor; everything should be on racks or shelves.</li> </ul>	

Review method	Sample size	Criteria	Reference
	<p>All food preparation areas</p>	<p><b>22. That the food preparation area of kitchen, concessions and bar are in good physical, maintenance, cleanliness and operation conditions:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• All items ready to used are clean.</li> <li>• Exhaust system is on and operating correctly.</li> <li>• Areas organized and clean. Walls, ceiling and floors clean and free of debris.</li> <li>• Floor mats are clean and in good operating condition.</li> </ul>	
	<p>All extinguishers at the areas</p>	<p><b>23. That all extinguishers are operational and ready to be used:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• Chrome extinguishers: grease fires.</li> <li>• Red extinguisher: all other fires.</li> <li>• Any kind of extinguishers in kitchen, concessions and bar must be clean, in proper condition of maintenance and ready to be used.</li> </ul>	

## 2.2. Box office





Review method	Sample size	Criteria	Reference
	<p>Box Office Area</p>	<p><b>1. There is basic cleaning material with sanitizer bucket:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the area has sanitizer buckets, cloth, broom, dustpan and mop.</li> <li>• All clean and in good condition.</li> <li>• Out of the guest’s sight, on racks or hangers, nothing on the floor.</li> </ul>	
	<p>Enabled Equipment</p>	<p><b>2. The physical and operation conditions of all the computer equipment (POS, drawer, printer) in box office is adequate and ready at opening:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the computer equipment is clean, in good condition and ready to operate.</li> <li>• All areas are organized and presentable.</li> <li>• Countertops are clean, free of debris and organized.</li> </ul>	
	<p>The sessions of the vendors that are going to open</p>	<p><b>3. Box office employee is registered at a POS and assigned till at least 30 min before the first show:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Box office must be ready to process all transactions: cash, credit and gift cards.</li> <li>• Employee ready to sell tickets at least 30 min before the first show.</li> <li>• Must be assigned a radio in case Manager needs to be requested.</li> <li>• All printers are stocked with receipt paper for the day.</li> <li>• Every day show's prices must be validated.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>The required employee for the opening</p>	<p><b>4. That the Box Office employee has the necessary tools for work:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the vendor has:                             <ul style="list-style-type: none"> <li>○ Pen.</li> <li>○ Counterfeit Pen</li> <li>○ Marker.</li> <li>○ Radio.</li> <li>○ Show times.</li> </ul> </li> </ul>	
	<p>Box Office Area</p>	<p><b>5. That the floor, walls and ceiling are in good physical, maintenance, cleanliness and operating condition:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• That the walls are clean and in good condition.</li> <li>• That the floor is clean and in good condition.</li> <li>• That the ceiling is clean and in good condition.</li> </ul>	
	<p>Box Office Area</p>	<p><b>6. That the physical, maintenance, cleanliness and operating condition of the furniture is the adequate:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the counter is clean including under the POS equipment.</li> <li>• That the drawers and interior of the doors are clean, free from dust or stains.</li> <li>• There are no personal belongings in any work area.</li> <li>• That the counter is in good condition</li> <li>• Touch screens must be clean, not damaged or broken.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>All Plasmas</p>	<p><b>7. That the displays from box office are ON and current:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• All tvs must be clean (front and back), operating and showing the correct information with the image of the movies, without intermittent faults, clear colors and image.</li> <li>• There should not be cables visible to the guest.</li> <li>• The movie trailers are of the movies being exhibited or upcoming movies.</li> </ul>	
	<p>All Kiosks</p>	<p><b>8. That the physical, maintenance and operating condition of the kiosks is adequate:</b>  <b>Request:</b></p> <ul style="list-style-type: none"> <li>• Back up thermal paper must be available for each POS.</li> <li>• They are free from dust, leftovers or stains both inside and out.</li> <li>• They are in good condition; screen is clean without finger prints.</li> <li>• There should be no volume from the kiosk.</li> </ul>	









## 2.3. Lobby and Corridors





Review method	Sample size	Criteria	Reference
	<p>100% of vents</p>	<p><b>1. Vents from the air conditioning are clean and in good conditions:</b></p> <ul style="list-style-type: none"> <li>• Verify vents are clean, without dust or stains</li> </ul>	
	<p>All area</p>	<p><b>2. Accessories and equipment for lobby and corridors (usher points, queue, trash bins, rugs, stairs and elevators) are in good physical, maintenance, cleanliness and operating condition, ready to operate prior to open:</b></p> <p><b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the queue is free from dust stains, not broken, or scratched.</li> <li>• That the usher point is clean, free from stains, without personal objects, food or vandalism.</li> <li>• That the usher points are ready and the queue is organized prior to open.</li> <li>• The trash bins are clean both inside and out, in good condition.</li> <li>• Trash bins have a fitted black plastic bag, well tucked and perfectly adjusted.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>All area</p>	<p><b>3. Floor, ceiling, walls, glass (windows and doors) in the lobby are in good physical, maintenance and cleanliness condition, ready to operate prior to open:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Floors are dry and clean prior to open. If floor is wet, use “wet floor” sign and make effort to dry. Bad stains from previous day need to be noted for cleaning crew.</li> <li>• Ceiling in good condition</li> <li>• Walls must be clean and in good condition.</li> <li>• Glass (windows and doors) must be clean and out dust and smear and marks.</li> </ul>	
	<p>All area</p>	<p><b>4. The lighting in the lobby and corridors is according to the established criteria:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The lights are switched on prior to the first show.</li> <li>• Lamp shades and fixtures at lobby must be clean and operational.</li> <li>• There should only be white light bulbs and not light types combine.</li> <li>• There are no burnt bulbs; with only 1 bulb this will be penalized.</li> </ul>	

Review method	Sample size	Criteria	Reference
	All area	<p><b>5. The physical, maintenance, cleanliness and operating condition of lobby and corridors is the adequate and ready to operate prior to opening:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Carpets, corridors are clean, without stains and no bad odors.</li> <li>• Poster boxes have approved posters advertised.</li> <li>• Wood floor at lobby must be clean and in good conditions.</li> <li>• In case of tiles, these must be clean and in good conditions.</li> </ul>	
	All area	<p><b>6. There is a daily schedule for the Manager On-Duty and the person scheduled matches:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a person in charge for opening the theater, this person should not be in the office doing administrative tasks and should match the person registered in the schedule for Manager On-Duty.</li> <li>• That the schedule of the Manager On-Duty is printed and placed on the daily clipboard.</li> </ul>	








## 2.4. Restrooms


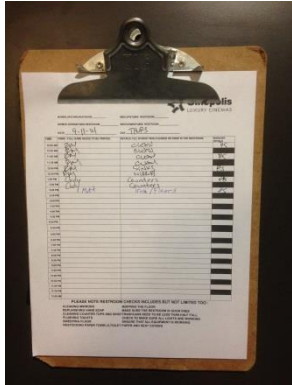


Review method	Sample size	Criteria	Reference
	<p>All restrooms</p>	<p><b>1. All toilets are available:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• All toilets in the theater are in adequate conditions for their functions and use.</li> <li>• In case of being out of service, it has to be labeled OUT of ORDER and repaired immediately.</li> <li>• Toilets automatic flushing works properly.</li> </ul>	
	<p>All restrooms</p>	<p><b>2. Facilities in general are recently cleaned:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• They are recently cleaned, without stains, garbage on the floor or with bad odors.</li> <li>• All cleaning articles are out of the guest´s sight.</li> </ul>	
	<p>50% of the equipment</p>	<p><b>3. The physical and operating condition of the toilet seats are adequate:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The toilet seats are clean free from debris.</li> <li>• No leakage or clogged.</li> <li>• That the toilet seats are well situated.</li> <li>• That the sensors or activator of the equipment are operational.</li> <li>• That the toilet seat does not have pieces or accessories loose.</li> <li>• That the toilet seat is not damaged or loose.</li> </ul>	




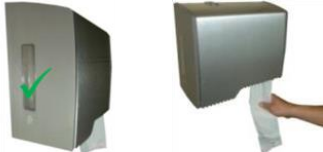


Review method	Sample size	Criteria	Reference
	<p>50% of the equipment</p>	<p><b>4. The physical and operation conditions of the urinals are the adequate:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• That the urinals are clean and free from dust.</li> <li>• That there are no leaks or clogs.</li> <li>• That the sensors or activators are operating correctly.</li> <li>• That the drains are clean.</li> <li>• That the urinals have clean urinal pads.</li> <li>• The urinals do not have gums or garbage inside.</li> </ul>	
	<p>All area</p>	<p><b>5. The physical condition of the floor, walls and ceiling is the adequate:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• That the floor and ceiling are clean, without spills, stains, papers, garbage, scratches or writing.</li> <li>• That the ceiling is clean without any stains or markings.</li> <li>• There are no puddles on the floor.</li> <li>• Walls are dry and clean.</li> <li>• Ceiling tiles must be replaced if damaged or worn</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>Maintenance and Cleanings</p>	<p><b>6. The physical and operation conditions of the partitions and hooks are adequate:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• They are clean, without dust, stains, and vandalism or broken; in good condition.</li> <li>• Firmly attached to the wall.</li> <li>• Verify hooks are clean, fully fixed and in good conditions.</li> <li>• That the doors open and close without blocking and the locks function correctly.</li> </ul>	
	<p>100% of the equipment</p>	<p><b>7. The physical and operation conditions of the sinks and mirrors are the adequate:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• Verify that the sinks are clean, without puddles, stains, bumps or garbage.</li> <li>• The faucets are fixed (no movement) and without drip.</li> <li>• The surface of the sinks is not stained by water.</li> <li>• The mirrors have framework if applicable.</li> <li>• That the space under the sinks is clean and in good condition.</li> <li>• Verify that the mirrors are clean, without scratches, stains and in good conditions.</li> <li>• In case of having a closed cabinet at the front it should be cleaned periodically inside, even it is not in the guest´s sight.</li> </ul>	



Review method	Sample size	Criteria	Reference
	<p>100% of equipment</p>	<p><b>8. Feminine product dispenser is available and stocked:</b></p> <ul style="list-style-type: none"> <li>• Check feminine product dispensers should be clean, in good maintenance condition and stocked.</li> </ul>	
	<p>All restrooms</p>	<p><b>9. There are not bad odors and the exhaust system works correctly:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the exhaust system is working 40 minutes before the first show.</li> <li>• That the vents from the exhaust system or air conditioner are clean and in good condition (not broken or damaged).</li> <li>• There are no bad odors.</li> </ul>	 
	<p>100 % trash cans</p>	<p><b>10. The physical, cleanliness and operating condition of the trash cans are the adequate:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• They are in good conditions, not damaged, without scratches or broken.</li> <li>• That they have a fitted black plastic bag well tucked and perfectly adjusted.</li> <li>• They are clean both inside and out, free from dust, stains and liquids under the plastic bag and inside the trash can.</li> <li>• There should be a black plastic bag in use and an extra for following use.</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>At least one of each gender</p>	<p><b>11. The restroom log is complete and correctly filled out, prior to the 1st show:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That there is a log for the restrooms by gender and it is filled out correctly, signed by the Manager On-Duty, prior to the first show and every hour.</li> <li>• Validate that there are completed restroom logs from at least one previous month.</li> <li>• That the restrooms are being checked every 30 minutes according to the log.</li> <li>• The log must be kept in the restrooms.</li> <li>• The log is filled out until the last show.</li> <li>• It is necessary to perform the cleaning process until the last guest leaves.</li> </ul>	
	<p>50% of the equipment</p>	<p><b>12. The physical and operating condition of the paper towel dispenser is adequate and stocked:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• It is clean, without scratches or dust.</li> <li>• They are calibrated for correct amount of paper dispensed.</li> <li>• The sensor works properly (with battery).</li> <li>• It has at least 50% of paper.</li> </ul>	


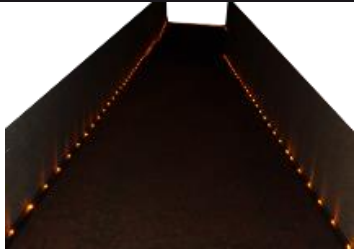




Review method	Sample size	Criteria	Reference
	<p>50% of the equipment</p>	<p><b>13. The physical and operating condition of the soap dispensers is adequate and stocked:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• It is clean and without scratches or stain.</li> <li>• When activating the sensor of the dispenser, the soap comes out correctly.</li> <li>• There are no leaks or drips of liquid soap.</li> <li>• It has at least 50% of soap.</li> </ul>	
	<p>50% of the equipment</p>	<p><b>14. The physical and operating condition of the toilet seat dispenser are adequate and stocked:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• It is clean, without scratches or dust.</li> <li>• When pulling out the paper it comes out correctly.</li> <li>• It has more than 1/4 of toilet paper.</li> </ul>	
	<p>50% of the equipment</p>	<p><b>15. The physical and operating condition of the toilet paper dispensers are adequate and stocked:</b>  <b>Check</b></p> <ul style="list-style-type: none"> <li>• It is clean, without scratches or dust.</li> <li>• No damage.</li> <li>• It has at least 50% of toilet paper.</li> </ul>	

Review method	Sample size	Criteria	Reference
	50% of the equipment	<p><b>16. The physical and operating condition of the hand dryers are adequate:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• It is clean, without scratches or dust.</li> <li>• No vandalism.</li> <li>• Working properly.</li> </ul>	
	All equipment	<p><b>17. That the physical and operating condition of the diaper changing tables are adequate:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the changing tables are clean, in good condition, without scratches and not broken.</li> <li>• That the buckle &amp; belt of the changing table works correctly.</li> <li>• The changing table is stocked with towels</li> <li>• When pulling down the cap of the changing table it stays fixed.</li> </ul>	
	All area	<p><b>18. The lighting and signage are in good physical and operating condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• There are no burnt bulbs or switched off. With one or more burnt out bulbs, this question is penalized.</li> <li>• The light is the same color; the type of light should not be combining (white or warm light) only white lights should exist.</li> <li>• The access signage is clean, in good condition and illuminated if applicable.</li> <li>• All signage inside the restrooms is clean, in good condition.</li> </ul>	













## 2.5. Auditoriums




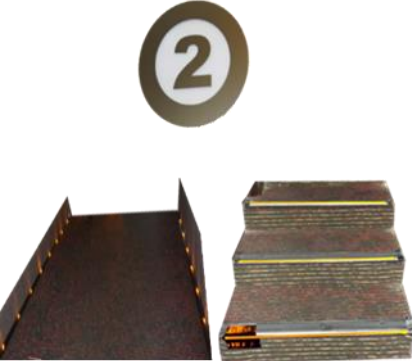
Review method	Sample size	Criteria	Reference
	Minimum 3 auditoriums	<p><b>1. The auditorium is ready 15 minutes before the show get started:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the auditorium is ready to operate 15 minutes before the show starts.</li> <li>• Ready means clean, totally operational, good temperature. Menus presented properly and employees greeting guests upon entry.</li> </ul>	
	Minimum 3 auditoriums	<p><b>2. The ceiling vents of the air conditioner are clean and in good condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The ceiling tiles are not cracked or show visible damage.</li> <li>• The exhaust or air conditioner vents are clean, without dust or stains.</li> </ul>	
	Minimum 3 auditoriums	<p><b>3. The hand rails and access doors of the auditoriums are in good physical and operating condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That the access doors are clean, without dust or stains.</li> <li>• The hand rails of the access corridors are complete, fixed, scratch-free, and clean.</li> </ul>	





Review method	Sample size	Criteria	Reference
	Minimum 3 auditoriums	<p><b>4. Walk way Steps are in good condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Walk way and steps are clear of dirt and debris.</li> <li>• They work properly, the complete line.</li> </ul>	
	Minimum 3 auditoriums	<p><b>5. There is an auditorium trash bin and it is clean and in good physical and operation conditions:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a trash bin for all auditoriums, if applicable, clean both inside and out, with a black plastic bag, well tucked and free from any leftover (even when the operation has started).</li> <li>• It is in good condition, well painted, not broken.</li> <li>• There should be a black plastic bag in use and an extra for following use.</li> </ul>	
	Minimum 3 auditoriums	<p><b>6. Behind the screen it is clean and free from any objects or leftovers:</b></p> <ul style="list-style-type: none"> <li>• Verify that behind the screen it is clean and free from any objects (it shall not be used as a dump or storage).</li> </ul>	







Review method	Sample size	Criteria	Reference
	<p>Minimum 3 auditoriums</p>	<p><b>7. There is an auditorium trash bin and it is clean and in good physical and operating condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• That there is a trash bin for all auditoriums, if applicable, clean both inside and out, with a black plastic bag, well tucked.</li> <li>• The trash can shouldn't have any trash, just cleaned.</li> <li>• It is in good condition, well painted, not broken.</li> <li>• There should be a black plastic bag in use and an extra for following use.</li> </ul>	
	<p>Minimum 3 auditoriums</p>	<p><b>8. Floor carpets and wall are in good operation conditions:</b>  <b>Request</b></p> <ul style="list-style-type: none"> <li>• Floor carpets must be clean, in good conditions, attached well, free of dust, stains, damages, greasy, marks and bad odor.</li> <li>• Wall must be clean, in good condition, attached the wall and free of dust, stains, damages, greasy, marks and bad odor.</li> </ul>	







Review method	Sample size	Criteria	Reference
	Minimum 3 auditoriums	<p><b>9. Inside the auditorium there is a pleasant odor (neutral):</b></p> <ul style="list-style-type: none"> <li>• Validate that the odor inside the auditorium is pleasant (it should not have bad odor).</li> </ul>	
	All the buttons	<p><b>10. Service call button is in good physical and operation conditions:</b></p> <ul style="list-style-type: none"> <li>• Validate all the buttons in the building alert to the master screen and visible to management.</li> </ul>	
	All tables	<p><b>11. Food and beverage menus are found on all tables in the auditorium:</b></p> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>• Food menus are found on every table in every auditorium and there are beverage menus on every table, with the food menu, on every table in the alcohol theaters.</li> <li>• Food menus should be placed according to the instructions.</li> <li>• All menus are current and up to date.</li> <li>• The menus are in good physical condition and the light works properly.</li> </ul>	






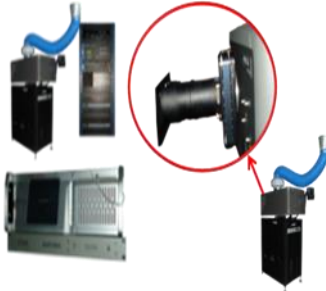
Review method	Sample size	Criteria	Reference
	<p>At least 3 rows per auditorium from the middle to top</p>	<p><b>12. The seats in general are in good physical and operating condition:</b>  <b>Revise</b></p> <ul style="list-style-type: none"> <li>• That the leather seats are clean, without stains, damage, and in good maintenance condition.</li> <li>• The automatic recline system works correctly.</li> <li>• In the seats revise the cleanliness, free from stains, leftovers and in good maintenance:                             <ul style="list-style-type: none"> <li>○ Backrest</li> <li>○ Elbow pads</li> <li>○ Cup holders</li> <li>○ Down part of the seat</li> </ul> </li> </ul>	
	<p>Minimum 3 auditoriums</p>	<p><b>13. The lighting and signage in the auditorium are in good physical and operation conditions:</b>  <b>Revise</b></p> <ul style="list-style-type: none"> <li>• That the "exit", "emergency exit" and "emergency lamps" signage is clean, in good conditions and operating at a 100%.</li> <li>• That the access signage is clean, in good conditions, not scratched or damaged.</li> <li>• Verify that:                             <ul style="list-style-type: none"> <li>○ Cleaning lights.</li> <li>○ Trailer lights</li> <li>○ Feature lights</li> <li>○ Are at correct settings</li> </ul> </li> </ul>	

Review method	Sample size	Criteria	Reference
	Minimum 3 auditoriums	<p><b>14. Is the temperature inside within the comfort range:</b></p> <ul style="list-style-type: none"> <li>• Validate that the temperature inside the auditorium is 74 degrees.</li> </ul>	
	Minimum 3 auditoriums	<p><b>15. The emergency exits are in good physical and operating condition and are not blocked or closed:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• They are free from obstacles.</li> <li>• They are operating correctly when pressing the panic bars and closing without any difficulty.</li> <li>• If there are door bars they are clean and in good condition.</li> <li>• They are clean, without dust and stains.</li> <li>• That the frameworks are clean without stains.</li> <li>• No padlocks or any other safety device that avoids the complete opening of the door.</li> <li>• There is a sign indicating that it is an emergency exit.</li> <li>• They have an emergency lamp near to them.</li> <li>• None of the emergency signs are blocked by any objects.</li> <li>• Outside the emergency doors should be clean.</li> </ul>	





Review method	Sample size	Criteria	Reference
	<p>The proper theaters for 3D glasses</p>	<p><b>16. The 3D glasses are available and have been issued to guests:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• Proper sizes are issued correctly.</li> <li>• 3D recycling bin is easily accessible for guest to return glasses.</li> <li>• The 3D glasses recycling bin should be free of garbage and debris.</li> </ul>	
	<p>Minimum 2 auditoriums</p>	<p><b>17. ADA row is clean and free of debris:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• ADA row seats are pulled out and validate cleanliness.</li> <li>• Seat should have easy access for a wheel chair.</li> </ul>	





## 2.6. Projection & Sound



Review method	Sample size	Criteria	Reference
	All area	<p><b>1. The access door to projection room is locked and only authorized employee can access:</b></p> <ul style="list-style-type: none"> <li>• Verify that the access door to the projection area is locked and the locks work correctly.</li> </ul>	
	All windows	<p><b>2. The physical, maintenance, cleanliness and operating condition of the windows is the adequate:</b></p> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the windows are clean, without stains or dust.</li> <li>• The windows should be cleaned with glass cleaner and fine cloth.</li> <li>• That the windows are well fixed, in good condition and without scratches.</li> <li>• That the window's clips are complete and they fit correctly.</li> </ul>	
	All area	<p><b>3. The physical, maintenance, cleanliness, order and operating condition of the projection room is the adequate:</b></p> <p><b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the projection room is clean and ordered:                             <ul style="list-style-type: none"> <li>○ Floor.</li> <li>○ Walls.</li> <li>○ Surfaces (racks).</li> </ul> </li> <li>• The temperature of the projection room must be 74 degrees.</li> </ul>	

Review method	Sample size	Criteria	Reference
	All area	<p><b>4. There are no objects on the floor, everything is ordered in racks or shelves and in good condition:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• There should not be any film or cleaning material on the floor.</li> <li>• All material should be arranged in shelves or racks.</li> </ul>	
	All area	<p><b>5. There are no distractors in the projection area:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• The projection booths are free from:                             <ul style="list-style-type: none"> <li>○ Personal objects.</li> <li>○ Lockers.</li> <li>○ Chairs/sofas.</li> <li>○ Electronics.</li> <li>○ TV.</li> <li>○ Personal Computers.</li> <li>○ Cellphones / music players</li> </ul> </li> <li>• Check that the projection booths have clocks at the projectionist sight and these have the current time.</li> </ul>	
	40% of the projectors	<p><b>6. The physical, maintenance, cleanliness (interior/exterior) and operating condition of the projection equipment are the adequate:</b>  <b>Verify</b></p> <ul style="list-style-type: none"> <li>• Projection equipment clean and free from dust or stains.</li> <li>• That the Projector and Sound equipment is operating correctly, and in case of fault this should be reported.</li> <li>• The correspondent equipment for changing the projection bulb is available: mask, gloves, chest and</li> </ul>	







Review method	Sample size	Criteria	Reference
		sleeves or special jacket and spare bulbs. • DIGITAL EQUIPMENT CLEANLINESS: ○ Bulbs ○ Surfaces of the digital projector. ○ Digital lens. ○ Real D ○ Server ○ Air filters • The person who changes the bulbs should be trained (ask).	
	40% of the equipment	<p><b>7. The physical, maintenance, cleanliness (interior/exterior) and operating condition of the Sound Racks are the adequate:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That the internal/external surfaces are clean, without dust, stains or any grease leftovers of the processor, monitor, crossover, amplifiers, no break, base and walls of the sound track.</li> <li>• That the exhaust fans of all the equipment are free from dust.</li> <li>• Cables are neat and organized</li> <li>• Even if the sound track is not besides the projector equipment, they should still be checked.</li> </ul>	
	100% of the equipment	<p><b>8. The physical, maintenance, cleanliness (interior/exterior) and operation conditions of the server are adequate:</b></p> <ul style="list-style-type: none"> <li>• Validate that the servers are clean, without dust, stains and well-fixed in the structure.</li> </ul>	

Review method	Sample size	Criteria	Reference
	Historical of 3 months	<p><b>9. There is a log for projection issues and bulbs as well as the cleaning schedule. Make sure they are complete and correctly filled out:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• Projection bulbs.</li> <li>• Cleaning Schedule.</li> <li>• Both are filled out correctly.</li> <li>• All the logs should be filled out 100% and signed</li> </ul>	
	1 person	<p><b>10. Confirm that the employee understands the 8 preventive measures:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• When asking the operator about the P&amp;S preventive measures, he/she should know and can pronounce them.</li> <li>• Preventive measures:                             <ul style="list-style-type: none"> <li>○ Have trained employees for the operation of the theater.</li> <li>○ Do not switch off the projection equipment unless it is necessary to restart the equipment due to blockage (projectors, servers and TMS)</li> <li>○ Maintain the projection equipment and keep it free from dust (surfaces, filters, windows, extractors) according to the cleaning routines.</li> <li>○ Do not disarm without previous authorization nor change the bulb or perform any other service without completing correspondent trainings.</li> <li>○ Do not change the audio adjustments or volume controls of the amplifiers.</li> <li>○ Revise periodically the adjustment of the macros</li> </ul> </li> </ul>	

Review method	Sample size	Criteria	Reference
		<p>(formats and resolution) to avoid wrong projections.</p> <ul style="list-style-type: none"> <li>○ Respect the exhibition of the publicity and trailers according to the weekly guideline and show schedules by the management and exhibit all the cast (credits).</li> <li>○ Any malfunction of the equipment that cannot be solved at the theater needs to be documented (and reported to the vendor).</li> </ul>	
	<p>Equipment</p>	<p><b>11. That all the required tools in the area are organized and in good physical and operating conditions:</b>  <b>Validate</b></p> <ul style="list-style-type: none"> <li>• That all the necessary tools for the maintenance of the P&amp;S equipment are available.</li> <li>• All the tools are arranged in racks or shelves.</li> </ul>	

## 2.7. Management

Review method	Sample size	Criteria	Reference
	Document	<p><b>1. Is the “Opening Manager Check List” filled out properly:</b></p> <ul style="list-style-type: none"> <li>Make sure the Opening Manager Check List is applied on a daily basis, and that this documents at least a month back.</li> </ul>	
	Document	<p><b>2. Is the “Closing Manager Check List” filled out properly:</b></p> <ul style="list-style-type: none"> <li>Make sure the Closing Manager Check List is applied on a daily basis, and that this documents at least a month back.</li> </ul>	

## 3. Chart of changes

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

## 4. Logs





Week: \_\_\_\_\_  
 Site: \_\_\_\_\_

### Opening Manager Checklist

Sr. No.	Particulars	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Month:
1	Perform Output Load								
2	Verify staffing in all departments								
3	Review shift notes from prior shift								
4	Print show times for employees								
5	Assign sections for servers (review daily attendance)								
6	Verify kitchen is open and staff is prepared for business								
7	Theater walk through (every theater must clean and organized)								
8	Ambiance settings (Temp, Lighting, Music/Sound, TV Programming)								
9	Concession, Conclerage and Box Screens Operational and Accurate								
10	Concessions open and ready for guests								
11	Bar open and ready for guests								
12	Pre-shift meeting								
13	Unlock entrance doors and secure other employee entrance/exit								
14	Assign manager tablet								
15	Full interior walk through (Lobby, upstairs and restrooms)								
16	Exterior walk through								

\*\*All completed before opening.

Manager Authorization: \_\_\_\_\_ GM Initial: \_\_\_\_\_ Print: \_\_\_\_\_ Date: \_\_\_\_\_




Concessions Opening Checklist		Week:							Month:
		Sat	Sun	Mon	Tue	Wed	Thu	Fri	
Sr. No	Particulars	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Month:
1	Tech sale bring by Supervisor								
2	Count and restock all items								
3	Inventory done in the system								
4	All POS, EDC, machine and printer working properly								
5	Enough receipt paper available								
6	All kettles cleaned and assembled								
7	All kettles glasses and other parts cleaned								
8	Check availability of measuring jars, seasoning pans and Spoons								
9	Check availability of corn bags, oil tin and seasoning								
10	All drawers cleaned								
11	Floor cleaned and tidy								
12	Attach nozzles to Coke Machine								
13	Attach nozzles to cobra tower								
14	Check that the flavor indicated in the table is the same as the flavor dispensed.								
15	Par stock level of canisters maintained								
16	Check ice bins cleaned and filled with ice								
17	Ice scooper available and cleaned								
18	Switch on the warmers and maintain the temp.								
19	Trashcans placed under each PCS with liner, emptied regularly								
20	All Refrigeration cleaned and product displayed: Diet Cola, Water Bottles and Chocolates								
21	Check cleaning of condiment station and fill the station								
22	Check all Vegetables and sauces filled up to appropriate								
23	Enough change available with cashier								
24	Stock all the disposables: soda glasses, nachos trays, Hot Dog trays, tubs								
25	All signs are placed								
26	All tarilla barriers placed properly								
27	PPP checklist available								
28	All machinery and equipment working properly								
29	Hand gloves available								



Weak:  
Star:



Concessions Opening Checklist



Week: \_\_\_\_\_

Sis: \_\_\_\_\_

Sr. No	Particulars	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Month:
30	Disposable glass avail with small sauce cups								
31	Check lids/straws and tissues avail								
32	Serving trays available								
34	Cleaning and sanitization material available								
35	All lightings/LCD and signages switched on								
36	All employees in proper dress code								

Supervisor's Signatures

Manager Authorization

GM Initial









**Breakdown of cleanup activities**

<p><b>Clean floors</b></p> <ul style="list-style-type: none"> <li>Clean and stain free (no gum, etc.)</li> <li>Free from any object obstructing the passage.</li> </ul>	<p><b>Grillier</b></p> <ul style="list-style-type: none"> <li>Grill should be clean, all the rollers to be cleaned using a wonder wipe and hot water to remove all accumulations/ fat marks.</li> <li>Rollers should be clean, without grease nor grime.</li> <li>Grill should be completely functioning.</li> </ul>
<p><b>Front counter</b></p> <ul style="list-style-type: none"> <li>Clean without any dust accumulation.</li> <li>Clean &amp; organized without unwanted material.</li> <li>Properly tagged with a specific place for each item.</li> </ul>	<p><b>Exhaust hoods</b></p> <ul style="list-style-type: none"> <li>Remove the exhaust hood and they to be cleaned in 3 sink using hot water jet. Should be clean inside out with no grease accumulation.</li> <li>The grease trap to be removed and cleaned too and all the edges to be cleaned.</li> </ul>
<p><b>Drawers</b></p> <ul style="list-style-type: none"> <li>Properly tagged with a specific place for each item.</li> <li>Clean and organized without unwanted material.</li> </ul>	<p><b>Menu display panel</b></p> <ul style="list-style-type: none"> <li>Clean and grime free.</li> <li>Menu Lights functional.</li> <li>Clean inside, front &amp; behind of the menus.</li> </ul>
<p><b>Ice bins</b></p> <ul style="list-style-type: none"> <li>Clean with all the leftover ice removed and bin wiped dry.</li> </ul>	<p><b>Bun warmer</b></p> <ul style="list-style-type: none"> <li>It must have a minimum of water of 50% and a maximum of 75%. All water to be removed at EOD.</li> <li>Knobs should be completely clean, without grease, and should not be broken nor loose.</li> <li>Verify that everything is clean and there are no leftovers.</li> <li>There should not be any syrup leftovers.</li> </ul>
<p><b>Cobra nozzles</b></p> <ul style="list-style-type: none"> <li>Clean and left in the soda water overnight for cleaning and sanitizing.</li> </ul>	<p><b>Straw dispenser</b></p> <ul style="list-style-type: none"> <li>All straws to be taken out and the dispenser cleaned from inside.</li> </ul>
<p><b>Visi coolers</b></p> <ul style="list-style-type: none"> <li>All the products removed and deposited back to the stores.</li> <li>All the shelves to be clean and having no deposit / spill / accumulation.</li> <li>All the rubber gaskets to be clean and having no accumulations.</li> <li>Area behind the door handle to be clean and without any accumulations.</li> </ul>	<p><b>Wall tiles</b></p> <ul style="list-style-type: none"> <li>No marks or stains should be there on the walls.</li> </ul>
<p><b>Nachos display</b></p> <ul style="list-style-type: none"> <li>It must be clean, without leftover and in good condition.</li> <li>Acrylic doors should be clean.</li> <li>The shelves to be clean and having no grease/accumulations.</li> </ul>	<p><b>Floor under the counter</b></p> <ul style="list-style-type: none"> <li>Clean and no unwanted material/spills or disposables under the counter.</li> <li>No syrup/accumulation around the cobra pyrexia.</li> </ul>
<p><b>Furniture &amp; cabinets</b></p> <ul style="list-style-type: none"> <li>All the furniture tops to be clean and without dust. All furniture &amp; equipment to be clean.</li> <li>The seats to be clean from both front and behind.</li> <li>No visible wear.</li> <li>Area under the EDU to be clean and free of any dust.</li> </ul>	<p><b>All utensils</b></p> <ul style="list-style-type: none"> <li>Clean and sanitized.</li> <li>Place them in a container with sanitized water.</li> <li>Clean and sanitized tweezers (no grease).</li> <li>Ladles and measuring spoons to make popcorns should be clean and sanitized.</li> <li>All the sauce pumps to be emptied and cleaned inside out with warm water. *Sauce to be kept in a disposable container at 1-5 temp. in a vit cooler.</li> </ul>
<p><b>Kettles</b></p> <ul style="list-style-type: none"> <li>The kettle to be cleaned inside out.</li> <li>No residue left in the kettle.</li> <li>All the glass sides to be cleaned thoroughly with amudage marks.</li> <li>The item to be cleaned every Thursday with hot water.</li> <li>The storage area with oil and kernels to be clean with no oil spillage/accumulation.</li> <li>The small ware to be removed and cleaned separately.</li> <li>Inside cleaning: pots, litters, extraction monitor, oil and corn buckets.</li> <li>Measuring jugs to be cleaned and should not have oil in them.</li> <li>Check that acrylic and metallic doors are clean, complete and in good condition.</li> <li>Clean inside walls (where oil cans are kept).</li> <li>Also check the air vent.</li> <li>There should not be any leftover under the popcorn machines.</li> <li>The steel door to be cleaned inside out and shined using steel polish.</li> </ul>	<p><b>Condiments station</b></p> <ul style="list-style-type: none"> <li>Clean inside and out (should be sanitized).</li> <li>Clean siphons.</li> <li>Butter dish without grease both inside and out (also check siphon).</li> <li>Clean drawers.</li> <li>Trash can should be clean and have a black bag.</li> </ul>
<p><b>All POS</b></p> <ul style="list-style-type: none"> <li>Clean equipment and verify that the cables are in order.</li> <li>Clean printers.</li> <li>Verify that they do not have dust, grease or soda spills.</li> <li>Customer pin pad must be accessible.</li> <li>The screen to be clean and wiped dry with no marks or smudges.</li> <li>Clean keypads.</li> <li>No visible wear.</li> </ul>	<p><b>Refrigerators/deep freezers</b></p> <ul style="list-style-type: none"> <li>Engine cleaning.</li> <li>Free from object that do not belong to the area.</li> <li>Free from frost.</li> </ul>
<p><b>Chocolate display</b></p> <ul style="list-style-type: none"> <li>All the products removed and deposited back to the stores.</li> <li>All the shelves to be clean and having no deposit / spill / accumulation.</li> <li>All the rubber gaskets to be clean and having no accumulations.</li> <li>Area behind the door handle to be clean and without any accumulations.</li> </ul>	<p><b>Trays</b></p> <ul style="list-style-type: none"> <li>Clean and sanitise from both the sides.</li> </ul>
<p><b>Chocolate display (customer facing)</b></p> <ul style="list-style-type: none"> <li>Clean, organized and with a callan display.</li> <li>If it's all LED's to be operational.</li> </ul>	<p><b>Chair cupholder</b></p> <ul style="list-style-type: none"> <li>Clean inside and out.</li> </ul>
<p><b>Kettle filters</b></p> <ul style="list-style-type: none"> <li>To be cleaned using hot water every Thursday.</li> </ul>	<p><b>Trashcans</b></p> <ul style="list-style-type: none"> <li>Not chipped, broken or scratched.</li> <li>Inside bag, well tucked and steady.</li> <li>Completely clean inside.</li> <li>No bad smell.</li> <li>Without liquids inside (under the trash bag).</li> <li>Without popcorns or trash.</li> <li>Emptied regularly.</li> </ul>
<p><b>BIB's &amp; super chillers stand</b></p> <ul style="list-style-type: none"> <li>All the BIB's to be detached from the pipes.</li> <li>All the BIB's to be removed and the stand used to be cleaned (all shelves) thoroughly.</li> <li>All the syrup lines to be left in the hot water overnight.</li> </ul>	




Kitchen

Month:

Manager Authorizations:

GM Initial:




	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
<b>Week</b>	1	2	3	4	5	6	7	
<b>Week</b>	8	9	10	11	12	13	14	
<b>Week</b>	15	16	17	18	19	20	21	
<b>Week</b>	22	23	24	25	26	27	28	
<b>Week</b>	29	30	31					

Kitchen

Month:

Manager Authorizations:

GM Initial:





**Breakdown of cleanup activities**

<b>Sauce pumps</b>	<ul style="list-style-type: none"> <li>* Clean inside and out (should be sanitized).</li> <li>* Clean siphons.</li> <li>* Butter dish without grease both inside and out (also check siphon).</li> <li>* Clean drawers.</li> <li>* Trash can should be clean and have a black bag.</li> </ul>
<b>Nachos boxes</b>	<ul style="list-style-type: none"> <li>* It must be clean, without leftover and in good conditions.</li> <li>* Acrylic doors should be clean.</li> <li>* Make sure there are not toast leftovers.</li> </ul>
<b>All shelves</b>	<ul style="list-style-type: none"> <li>* Clean, without dust.</li> <li>* No stains, gums or glue.</li> <li>* Complete structure (no piece should be missing).</li> <li>* In good conditions for its proper functioning.</li> </ul>
<b>Visit coolers</b>	<ul style="list-style-type: none"> <li>* All the products removed and deposited back to the stores.</li> <li>* All the shelves to be clean and having no deposit / marks/accumulation.</li> <li>* All the rubber gaskets to be clean and having no accumulations.</li> <li>* Area behind the door handle to be clean and without any accumulations.</li> </ul>
<b>Floor cleaning</b>	<ul style="list-style-type: none"> <li>* Clean and shin free (no gum, etc)</li> <li>* Free from any object obstructing the passage.</li> </ul>
<b>Sinks</b>	<ul style="list-style-type: none"> <li>* Clean, no water accumulation.</li> <li>* Grease trap to be clean.</li> <li>* No food particles to go into the water pipes.</li> </ul>
<b>All utensils</b>	<ul style="list-style-type: none"> <li>* Clean and sanitized ladles. Place them in a container with sanitized water.</li> <li>* Clean and sanitized tweezers (no grease).</li> <li>* Bulk candy buckets clean and sanitized.</li> <li>* Ladles and measuring spoons to make popcorns should be clean and sanitized.</li> </ul>
<b>All GN pans</b>	<ul style="list-style-type: none"> <li>* Clean and sanitized.</li> <li>* Placed upside down at their respective places.</li> </ul>
<b>All plastic containers</b>	<ul style="list-style-type: none"> <li>* Clean surface, without products inside.</li> <li>* All containers still needed for storage should be sealed &amp; labeled.</li> </ul>
<b>Ice machine</b>	<ul style="list-style-type: none"> <li>* Clean in sanitized water.</li> <li>* Clean, sanitized, free from leftovers (buckets and platform).</li> <li>* Correctly operating and in good maintenance conditions.</li> <li>* According to size, it should be transparent (no white).</li> </ul>
<b>Deep freezers</b>	<ul style="list-style-type: none"> <li>* Kept organized.</li> <li>* Engine cleaning.</li> <li>* Frost free.</li> <li>* Free of any debris, dirt, spills.</li> </ul>
<b>Cleaning supplies closet</b>	<ul style="list-style-type: none"> <li>* Clean, without garbage.</li> <li>* Cleaning chemicals should be kept in their area.</li> <li>* Clean, without any subject that does not belong.</li> </ul>











**Breakdown of cleanup activities**

<b>Clean floors</b>	<ul style="list-style-type: none"> <li>* Clean and main line (no gum, etc.)</li> <li>* Free from any object obstructing the passage.</li> </ul>
<b>Condiments station</b>	<ul style="list-style-type: none"> <li>* Clean inside and out (should be sanitized).</li> <li>* Clean siphons.</li> <li>* Buffer dish without grease both inside and out (also check siphon).</li> <li>* Clean drawers.</li> <li>* Trash can should be clean and have a black bag.</li> </ul>
<b>Glass entrance</b>	<ul style="list-style-type: none"> <li>* Clean glass without any stains, scratches or marks.</li> <li>* Entrance to have a 3M Mat.</li> </ul>
<b>All signages</b>	<ul style="list-style-type: none"> <li>* Lighted exit signaging, without scratches nor broken.</li> <li>* Lighted emergency (fire exit) (when applicable) without scratches nor broken.</li> <li>* Lighted exit signs (when applicable) without scratches nor broken.</li> <li>* Hydrant's signaling without scratches nor broken. With complete glass.</li> <li>* Access signaling complete and lighted (when applicable) and dust free.</li> </ul>
<b>LCD</b>	<ul style="list-style-type: none"> <li>* Same as BO.</li> </ul>
<b>Pillars</b>	<ul style="list-style-type: none"> <li>* Clean and without any marks of tapes, scratches or grease.</li> </ul>
<b>All sofas</b>	<ul style="list-style-type: none"> <li>* Verify that the bar is clean in corners and bottoms.</li> <li>* Clean popcorn warmer.</li> </ul>
<b>All chairs &amp; tables</b>	<ul style="list-style-type: none"> <li>* Clean ice fridges, without frost.</li> <li>* Clean drawers, inside doors and corners.</li> <li>* Clean counterbar, underneath equipment and corners (without dust and leftovers).</li> </ul>
<b>Stands/e's</b>	<ul style="list-style-type: none"> <li>* Clean and upright.</li> <li>* Not falling and not resting against the wall or pillars.</li> </ul>
<b>Lights &amp; fixtures</b>	<ul style="list-style-type: none"> <li>* Clean, dust &amp; bug free.</li> </ul>
<b>Back areas</b>	<ul style="list-style-type: none"> <li>* Clean, organized.</li> <li>* No unwanted material lying in the back areas.</li> <li>* No garbage disposed/left over in the back areas.</li> </ul>
<b>Ceiling AC grids</b>	<ul style="list-style-type: none"> <li>* The ceiling should be clean without stains, dust or grease (also check panels and drywall).</li> </ul>







**Breakdown of cleanup activities**

**Notes:**  
 There is monthly cleaning on the first Monday of each month.  
 For any cleaning procedure involving the bulb, use the protection equipment.

<b>Floor cleaning</b>	<ul style="list-style-type: none"> <li>• Clean and stain free (no gum, etc.)</li> <li>• Free from any object obstructing the passage.</li> </ul>
<b>Surfaces</b>	<ul style="list-style-type: none"> <li>• Clean surface (sweep). No stains nor waste.</li> </ul>
<b>Projector</b>	<ul style="list-style-type: none"> <li>• Clean, lens to be free of any smudge marks or scratches.</li> <li>• Filters to be cleaned once a week.</li> </ul>
<b>Server</b>	<ul style="list-style-type: none"> <li>• Clean, no dust accumulation behind and under the server.</li> </ul>
<b>Sound rack</b>	<ul style="list-style-type: none"> <li>• Clean, no dust accumulation behind the sound panel.</li> <li>• No visible wires.</li> <li>• Area should be web &amp; dust free.</li> </ul>
<b>Storage racks</b>	<ul style="list-style-type: none"> <li>• All storage racks to be aligned and kept organized and clean.</li> </ul>
<b>Air conditioner</b>	<ul style="list-style-type: none"> <li>• Should be clean.</li> <li>• No objects lying on the floor or under the air conditioner filters.</li> <li>• No open holes causing excess air and dust accumulation.</li> </ul>
<b>Server room</b>	<ul style="list-style-type: none"> <li>• Locked, clean with no space for dust to come in.</li> </ul>
<b>Projector lenses</b>	<ul style="list-style-type: none"> <li>• Clean, with zero scratches, stains/smudge marks.</li> </ul>









**Breakdown of cleanup activities**

<p><b>Floors scrubbing</b></p> <ul style="list-style-type: none"> <li>• Clean and stain free (no gum, etc).</li> <li>• Free from any object obstructing the passage.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean, wires neatly tied.</li> <li>• No web/dust accumulation.</li> </ul>
<p><b>Front counter</b></p> <ul style="list-style-type: none"> <li>• Clean without any dust accumulation.</li> <li>• Organized and no unwanted material visible.</li> <li>• Properly tagged with a specific place for each item.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean and sanitized at least once in a day using detol.</li> </ul>
<p><b>Front glass</b></p> <ul style="list-style-type: none"> <li>• Clean wiped with no marks or smudges.</li> <li>• Nothing to be pasted onto the glass directly for communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean, not chipped, evenly painted, no dust marks or stains.</li> </ul>
<p><b>All POS</b></p> <ul style="list-style-type: none"> <li>• Clean equipment and verify that the cables are in order.</li> <li>• Clean printers.</li> <li>• Verify that they do not have dust, grease or soda spills.</li> <li>• Counterfeit pan must be accessible.</li> <li>• The screen to be clean and wiped dry with no marks or smudges.</li> <li>• Clean keypad.</li> <li>• No visible wires.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean and no unwanted material/fallouts or disposables under the counter.</li> </ul>
<p><b>Furniture &amp; equipment</b></p> <ul style="list-style-type: none"> <li>• All the furniture to be clean and without dust (inside out).</li> <li>• All furniture &amp; equipment (POS) to be clean.</li> </ul>	
<p><b>Poster boxes</b></p> <ul style="list-style-type: none"> <li>• All the poster boxes to be clean and no dust accumulation.</li> <li>• Poster boxes to be locked at all the times.</li> <li>• The poster box creative to be correct and updated regularly.</li> </ul>	
<p><b>KIOSKS</b></p> <ul style="list-style-type: none"> <li>• Kiosk to have correct creative displayed.</li> <li>• Kiosk should be clean and locked from behind.</li> <li>• Kiosk screen to be clean and without any marks.</li> </ul>	
<p><b>Lights &amp; fixtures</b></p> <ul style="list-style-type: none"> <li>• All the lights to be functional and clean from inside.</li> </ul>	
<p><b>LCD</b></p> <ul style="list-style-type: none"> <li>• All the LCD to be clean from front and behind.</li> <li>• No wires to be visible at all and wires too to be clean and free of any web/dust.</li> </ul>	
<p><b>Glow signs</b></p> <ul style="list-style-type: none"> <li>• Lighted exit signaling, without scratches nor broken.</li> <li>• Lighted emergency signaling (where applies) without scratches nor broken.</li> <li>• Clean and aligned.</li> </ul>	
<p><b>Door grills</b></p> <ul style="list-style-type: none"> <li>• Clean without any dust accumulation.</li> </ul>	
<p><b>Trashcans</b></p> <ul style="list-style-type: none"> <li>• Not chipped, broken or scratched.</li> <li>• Inside bag, well tucked and steady. Completely clean inside.</li> <li>• No bad smell, in that case it should be cleaned daily.</li> <li>• Without liquids inside (under the trash bag).</li> <li>• Without popcorns or trash.</li> </ul>	
<p><b>Chairs</b></p> <ul style="list-style-type: none"> <li>• Not broken &amp; clean base.</li> </ul>	
<p><b>Ceiling AC grills</b></p> <ul style="list-style-type: none"> <li>• Clean with no dust accumulation.</li> </ul>	

