

# Logbook

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**Search Range ::** Tuesday, June 4, 2024 to Monday, June 17, 2024

**Options Used ::** [any priority]

**Keywords ::**

## Daily Logs Saturday, June 15, 2024

**Dane Young :: , General , Created On :: Saturday, June 15, 2024 10:22:03 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** The main lesson for this weekend: preparation is key. Unfortunately we ran out of several candy especially with the Baker McKenzie having it at their grab and go station. The kids grabbed it and they were gone quicker than a jackrabbit on a pile of flapjacks! On top of that, our janitorial order was also delayed so we almost ran out of gloves and bags, so I bought some backup supplies with the p-card as well as candy peg bags to sell to the hungry children. I know it's busy, and I know everyone is working their hardest. It can become easy to get overwhelmed, whether Runner, Server, Kitchen, Manager - we're all human and we all can benefit from taking a moment to breathe. Breathe and give yourself credit for the work you do. Give the staff credit for the work they do, because we all know it's not easy. Jump in the fire with them, show them that we're here to help. It will take everybody working as a unified group to get through this summer without getting burnt out. And that starts with us as leaders, so let's lead our team and have fun this summer!

**Ryan li :: , General , Created On :: Saturday, June 15, 2024 5:12:08 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Was able to get in contact with IT to fix the screen issues with screens 3 and 9. Both theaters are now working great. Called in some of the runners early to help with the attendance with Inside Out 2. Had some of the runners make sauces and rollups. Some of our servers made rollups this morning, but we will probably need more. Same with the sauces.

## Friday, June 14, 2024

**Blake Chapman :: , General , Created On :: Saturday, June 15, 2024 12:55:37 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** 6.14.24 Admits: 1411 PerCap: 22.31 -Baker McKenzie (160ppl) event had its challenges due to some last minute host operation changes. The team did a great job keeping up with the volume, changes and maintaining a successful cocktail hour for the full 160 leading to a seamless transition into the theater events. -Inside Out 2 seems to be our best opening performer of the year with every timeslot reaching max capacity. We had the prime round pop off right around the event's aud load in, and the kitchen got backed up with 35 min ticket times -Anahi did a great job assisting Erick and Claudia with controlling the chaos and sending orders out as they were made. Running team did a great job keeping up with the volume. BC

## Thursday, June 13, 2024

**Ryan li :: , General , Created On :: Wednesday, June 12, 2024 8:52:40 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** We had a brief power outage today. We were able to get some of the shows back up, but not all of them. Anahi did a great job helping out with refunds so that I could work on getting the movies back on. There might be some guests that we were not able to help out. Let's just make sure we do everything we can to make it up to those guests for good guest recovery if they reach out. We are having KDS issues where everything is being sent to the concessions KDS. A ticket was submitted on fresh services with a post created in the IT chat. They have not been able to resolve the issue yet.

## Wednesday, June 12, 2024

**Ryan li :: , General , Created On :: Wednesday, June 12, 2024 9:32:53 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** We had a brief power outage this morning. We were able to get most the movies back on, but not all of them. Anahi did a great job helping out with refunds while I worked on getting the movies back on. We may have a few guests that we did not get to. If they reach out, let's make sure we do everything we can for them for great guest recovery. We are having an issue with our KDS systems. Everything is getting routed to the concession KDS. Kitchen still gets them too. If the staff in concessions do not pay attention to the items on the screen when collecting tickets, the kitchen items go away. This causes guests to not receive food. A ticket was submitted on fresh services and a post was made in the IT chat. IT still has not been able to resolve the issue.

## Tuesday, June 11, 2024

**Dane Young :: , General , Created On :: Tuesday, June 11, 2024 10:09:01 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Today was hot as heck and kids were running rampant, it's a sign that summer is officially upon us! I don't think the satellite dish likes the heat, because the directv went out and unfortunately will have to be serviced by our local directv service experts. I will update when they call me to schedule the appointment. Labor was unusually decent for a Monday, and we went over our admit projection by a couple dozen. Now if we can try to model our labor off last night for comparable weekdays we can probably be more consistent on weekday in general! PS: I took home the tablecloths to wash them, I will bring them back before the event on Thursday.

## Monday, June 10, 2024

**Marcos Pena Cardenas :: , General , Created On :: Tuesday, June 11, 2024 6:40:05 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** I called in more servers and runners to come in and help. Had our bar tender call out so Mercedes stayed longer and helped Lauren figure out the bar stuff. Bad Boys started to fill up at night with more walk ins compared to a typical Monday. Ran out of wings so we will be waiting for more from sysco.

### Sunday, June 9, 2024

**Marcos Pena Cardenas :: , General , Created On :: Tuesday, June 11, 2024 6:57:50 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Surprisingly it was slower in the morning and it picked up on a Sunday night. Next weeks schedules will be modified to make sure we dont overstaff based on movies playing.

**Blake Chapman :: , General , Created On :: Monday, June 10, 2024 12:20:08 AM PST**

**Subject ::** General , **Issue ::** General

**Details ::** 6.9.24 Admits: 963 PerCap: \$17.29 -Steady Sunday with a strong turn out for Bad Boys all day. Good call on the AM managers on cutting some labor for the afternoon. We didn't need it. -Lots of weed smokers are turning out for Bad Boys. Few guests complained about the smell. Lol love cali! -MBV write ups in are in preparation for the past weekend and will be issued as the week goes on. Keep encouraging breaks and hopefully the slew of docs will knock this issue down as it has done historically. Its up to us to keep it consistent. -New hires are on the training program and doing great! Julian moving onto Runner Day 4 and Kelly onto Runner Day 2 -Server stations were better today and hallways were up kept. Bar and lobby stayed clean and spectacular by Jason. BC -

### Saturday, June 8, 2024

**Ryan li :: , General , Created On :: Sunday, June 9, 2024 1:30:22 AM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Admits: 1200 Percap: \$17.68 Server stations were not good. We need to go around and make sure that the servers and the runners are cleaning up these stations. This will help us to avoid guest comments on cleanliness in the auditoriums. Time management amongst a good portion of the servers was non-existent tonight. Some were not in their scheduled theaters on time due to them dropping checks in a previous theater. This resulted in having to send in other servers not assigned to those theaters to go and help out. We should consider implementing that our servers need to get manager approval before giving away their theaters during the prime sets. Today, this happened, and it resulted in guest complaints and refunds. This is also something that is part of the service model and in the training that the servers took. Restrooms were a little out of control today. We just need to make sure that our cleaners are checking them. If they are busy, we can send in other available staff members.

**Blake Chapman :: , General , Created On :: Sunday, June 9, 2024 12:31:00 AM PST**

**Subject ::** General , **Issue ::** General

**Details ::** 6.8.24 -Alejandro and I decided managers should be the point of contacts for communicating remakes and menu items not routed to the kitchen. This is still going on after many tickets and communications being sent to home office. -Some servers need to refresh on service model training and time management. We are falling behind again on servers not doing things on time and getting lost in the weeds. I'll be reviewing this over the weekend and working closely with Marcos to find a solution scheduling-wise. -Weston fixed a bunch of tablets this week but I am noticing the servers don't treat them with respect. This is why they break so fast. Ryan and I will be moving the tablets into the office and reimplementing the check in/check out sheets. This will help keep staff more accountable for taking care of company property -I want to review Conflict Resolution training with some of the staff to make sure they are treating guests with respect, even the irate ones. -Keep pushing the initiative of staff seeing something on the floor and sweeping/picking it up. I've been coaching as I go through my shifts but if I don't see improvement I will be holding staff accountable with documentations. Fun stuff BC

**Marcos Pena Cardenas :: , General , Created On :: Saturday, June 8, 2024 10:04:21 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Sent some staff home early today since it was slow again this morning. Lots of sauces were made today and roll ups. Assignments for Sunday have been made and is on my computer. It got busier later on but we were well staffed even with 3 runners calling off. Will need to trim tomorrow in case we become slow.

**Dane Young :: , General , Created On :: Saturday, June 8, 2024 9:38:11 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** It was a slow Saturday morning, especially the first set. It honestly felt like a Friday morning. That being said, we had too many Servers so Leo and Jose were cut early. We hit 19% labor yesterday. We've hit 19% the last few Fridays in a row. It's awesome that we're consistent in how we manage our labor on Fridays, but now we need to make whatever adjustment it takes to bring that down to 18% ...Which brings me to my next point. Meal Break Violations have gone down SIGNIFICANTLY now that we've strengthened our position on issuing warnings for MBVs. Good job guys. However, we still had 4 last night, which could have been avoided. The more we tighten up on these MBVs, OT and unproductive use of hours, the higher control we'll have over our labor.

### Friday, June 7, 2024

**Blake Chapman :: , General , Created On :: Sunday, June 9, 2024 12:24:40 AM PST**

**Subject ::** General , **Issue ::** General

**Details ::** 6.7.24 Admits: 953 PerCap: 17.69 -Very slow matinee with a slight pick up for prime shows with a good ScreenX turn out for the late set. We are still lacking in late night service - once the prime time dies we need to get back in the habit of resetting like we do from AM to Prime. -Server stations have been getting bad and I commend the managers for keeping staff in check on this. I noticed multiple times today MODs directing staff to clean up stations. Great work! -Ice Machine is chuggin again! We lost a lot of passes to Flores for covering ice for us for the past few weeks. Great relationships with neighbors! -Some MBVs tonight will need to be reviewed when Workday is back up tomorrow. -Broken seats are getting worse and worse and motors are breaking left and right. We need to do something about this ASAP BC

**Marcos Pena Cardenas :: , General , Created On :: Saturday, June 8, 2024 9:54:09 PM PST**

# San Mateo

**Subject ::** General , **Issue ::** General

**Details ::** It was a slow opening shift. Got theater assignments done and made sure ranch was made. Ice machine looks like its finally working. Julian started his training and will continue this weekend. Workday will be down so keep an eye for those TCAs.

## Thursday, June 6, 2024

**Ryan li :: , General , Created On :: Thursday, June 6, 2024 11:36:24 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Admits: 367 Percap: \$17.88 Today we issued out write ups to Alejandro and Sebastian for tardies. Let's make sure we are all logging attendance issues on HotSchedules. This will help give us a logbook to reference with repeat offenders. This is what helped us to catch Alejandro and Sebastian on these issues. Bad Boys on ScreenX did well. Let's make sure we have our strongest servers in there tomorrow evening and all weekend to give our guests the best service possible. Going through our cayzu inquiries refills seems to be a big issue. Let's make sure this weekend that our servers are getting their refills out to their guests to avoid anymore inquiries on this topic. Wait times were another common complaint on cayzu. Let's make sure that our servers are in their theaters on time and are attending to their lights. We have more working tablets now so wait times should be able to go down.

**Mercedes Smith :: , General , Created On :: Wednesday, June 5, 2024 10:35:11 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** We did about \$275 in sales at the bar for Trivia tonight.

## Wednesday, June 5, 2024

**Blake Chapman :: , General , Created On :: Thursday, June 6, 2024 12:01:20 AM PST**

**Subject ::** General , **Issue ::** General

**Details ::** 6.5.24 Admits: 299 PerCap: 17.13 -Caught up on some pending items with HR and Ops -Trained Marcos and officially passed the torch of the responsibility of scheduling and assigning servers. -Worked with Weston on some pending IT issues -Ice Machine has now been intermittently down for 4 weeks now. Roman has been out here nearly everyday trying to fix it and its getting to the point where we cannot utilize the ice room for ops and cleaning. -Tomorrow's festivities will be some completing some RM requests and catching up on guest service. Get ready for some business finally! BC

**Ryan li :: , General , Created On :: Wednesday, June 5, 2024 11:57:33 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Admits: 299 Percap: \$17.13 Trivia had 16 guests which brought in \$273.98 in sales which helped to boost our percap on an otherwise slow uneventful day.

## Tuesday, June 4, 2024

**Ryan li :: , General , Created On :: Tuesday, June 4, 2024 11:54:27 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** Admits: 611 Percap: \$13.22 Continued to work on getting the HR document signed off by everyone. Our runners need some guidance on where to go. For certain weekdays it would be beneficial to utilize runner assignments. Today it was hard to track down where the runners were when we needed them. Concessions got backed up due to runners not going there enough.

**Mercedes Smith :: , General , Created On :: Monday, June 3, 2024 7:18:24 PM PST**

**Subject ::** General , **Issue ::** General

**Details ::** It was a slow Monday. Was able to get most of the staff scheduled today to sign the HR training document.