

The following procedures, situations and policies should be covered in training.

Tills

- Changing till rolls []
- Using the Union's EPOS system []
- Using DM override []
- Reprinting tickets []
- Refunding tickets []
- Selling tickets to latecomers []
- Substituting raffle tickets for printed tickets []

Projection

- Shutting down during ticket selling []
- 70-mm shows []

Theatre

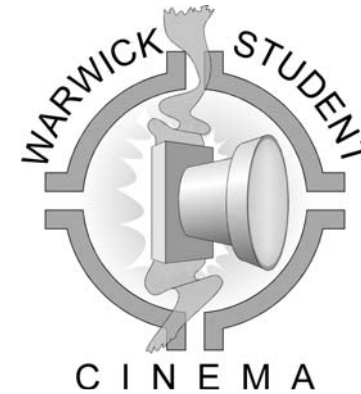
- Cameras and recording equipment []
- Reserving rows and seats other than the back row []

Audience

- Wheelchair users and carers []
- Young children and babies []

General

- Fire alarms []
- Medical emergencies []
- Making announcements []
- Lost property []
- Sell-out shows []



Trainee Duty Manager Booklet

Name:

Phone:

Email:

Before selling

- Check doors
- Count floats
- Consult with projectionist
- Greet stewards
- Ascertain stewards' experience
- Ask stewards to pick up litter
- Put out seats for stewards
- Check for broken seats
- Assign tasks to stewards
- Display appropriate signs
- Ask stewards and crew if they are watching the film

During selling

- Check queue formation
- Check change in floats
- Communicate with projectionist
- Open doors
- Check aisles
- Check for hot food, hot drinks, alcohol and popcorn
- Check number of available seats
- Print reports

Cashing up

- Fill out forms
- Deactivate show
- Ensure rota is accurate
- Grant steward status and crew status as appropriate

After film has finished

- Ask stewards to pick up litter
- Hand over (early show) / secure theatre (otherwise)

Film	DM	Attendance
Before Selling		
During Selling		
General Comments		
Film	DM	Attendance
Before Selling		
During Selling		
General Comments		

Film	DM	Attendance
Before Selling		
During Selling		
General Comments		
Film	DM	Attendance
Before Selling		
During Selling		
General Comments		

Film	DM	Attendance
Before Selling		
During Selling		
General Comments		
Film	DM	Attendance
Before Selling		
During Selling		
General Comments		

Film	DM	Attendance
Before Selling		
During Selling		
General Comments		
Film	DM	Attendance
Before Selling		
During Selling		
General Comments		

Film	DM	Attendance
Before Selling		
During Selling		
General Comments		
Film	DM	Attendance
Before Selling		
During Selling		
General Comments		