

# AMC CREW FAQ's

CLICK ON AN IMAGE BELOW TO LEARN MORE

**Box and Guest Services**



**Concessions**



**Bar**



**Dine-In**



Box Office and Guest Services 

CLICK A CATEGORY FOR GUIDE

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**Concessions** 

CLICK ON A CATEGORY FOR GUIDE

**Cash Equivalents**

**Hold Times**

**Shelf Life**

**Refunds**



**Dine-In** 

CLICK ON A CATEGORY FOR GUIDE

**Hold Times**

**Shelf Life**



**MacGuffins** 

CLICK ON A CATEGORY FOR GUIDE

**Responsible Service Of Alcohol**

**Glossary Terms**

**Pour Standards**

Our MacGuffins strategy:  
"To serve many guests a few drinks, not to serve many drinks to a few guests"





**It is important that each concern is handled using L.E.A.S.T.:**

**Listen** – Listen to the guest’s issue; repeat it back to them to show understanding.

**Empathize** – Make sure the guest knows that you understand their problem and care about their experience; state how you would feel in their place, if appropriate.

**Apologize** – Let the guest know that you are sincerely sorry that their experience has not lived up to their expectations, even if the issue was something out of our control.

**Solve** – Find the best way to solve the guest’s issue and say, “please” when offering a resolution. Use flexibility within reason if the guest is requesting something outside of what we normally do.

**Thank & Take Action** – Thank the guest for bringing the issue to your attention, it is better to be informed than to allow the issue to persist and we are grateful for the opportunity to resolve it.

**Five steps of Mindful Guest Engagement known as C.H.E.C.K.:**

1. **Communicate** your name.

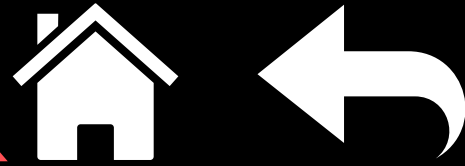
2. **Humbly** apologize for the interruption.

3. **Explain** the situation to the guest.

4. **Collaborate** with the guest on the best possible solution.

5. **Kindly** apologize again for the interruption and thank the guest for their assistance.

# Bar Glossary Terms



**On The Rocks:** Over ice

**Neat:** Served at room temperature

**Straight Up/Up:** Shaken with ice and then strained

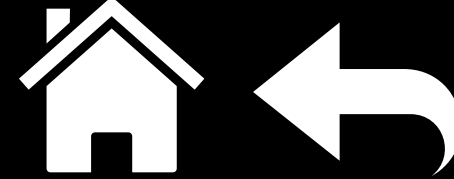
**Head's Up Bartending:** Consistently face the lobby and guests, allowing eye contact and conversation with any guests. This ensures a guest is greeted in a timely manner

**Foam Collar:** Draft beer should be poured with a one inch collar of foam

**Jigger:** A double sided metal measuring device used to measure ingredients in a cocktail. Jiggers are required to be used when making any cocktail recipe



# Responsible Service of Alcohol



**When do I need to check ID?** All guests who look under the age of 60 need to have their ID checked at the bar. Guests must be 21 or older to consume alcohol at AMC.

**Can a guest purchase alcohol without seeing a movie?**  
No, all Guests looking to purchase alcohol must have a ticket.

**Can a guest take alcohol with them as they leave the theatre?** No, a guest must finish or discard any alcohol before leaving the premises.

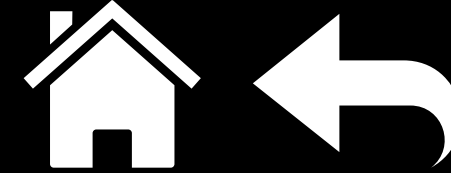
**What should I do if I suspect an ID is fake?** Tell a manager immediately, do not serve the guest. Give the guest back the ID.

**What should I do if I am unsure if I should serve a guest?**  
Ask a manager.

**[CLICK HERE TO LEARN THE SIGNS OF INTOXICATION](#)**







## What are the signs of intoxication?

| Coordination   | Reduced Judgement and Inhibitions   | Reflexes  | Vision   | Appearance  |
|--|---|---|--|---|
| <ul style="list-style-type: none"><li>• Standing with feet wide apart for balance</li><li>• Leaning against a structure for support</li><li>• Fumbles with wallet or money</li><li>• Drops or knocks things over</li><li>• Slurs or trips over words when ordering</li></ul> | <ul style="list-style-type: none"><li>• Overly excited</li><li>• Speaking loudly and/or profanely</li><li>• Giggles or laughs for no apparent reason</li><li>• Makes bad judgements</li><li>• Guest becomes forgetful</li></ul> | <ul style="list-style-type: none"><li>• Guest makes slow or deliberate movements</li><li>• Guest responds slowly or shows no reaction when asked questions</li><li>• Guest responds slowly or shows no reactions such as spilling beer on oneself</li></ul> | <ul style="list-style-type: none"><li>• Guest has red or watery eyes</li><li>• Guest has droopy eyelids or a tired appearance</li><li>• Guest squints continuously</li><li>• Guest closes or covers one eye to remove double vision</li><li>• Guest has difficulty judging distances</li></ul> | <ul style="list-style-type: none"><li>• Guest frequently rubs their hands over their face/hair</li><li>• Guest has involuntary eye movements</li><li>• Guest makes frequent trips to the bathroom</li><li>• Guest has the odor of alcohol</li></ul> |

**[CLICK HERE TO LEARN WHAT TO DO WHEN SOMEONE IS INTOXICATED](#)**

# Responsible Service of Alcohol -101



**Associate identifies where the guest is seated and notifies manager.**

**Manager asks the Guest to step out of the auditorium to avoid disruptions of the film experience**

**Manager asks guest not to leave building**



**Manager completes the Alcohol Compliance Monitoring Worksheet and Submits Incident Report.**

**Manager notifies law enforcement if the guest refuses to stay**

**Manager monitors guests location**

**Manager asks the guest to sit down and provides water and food.**

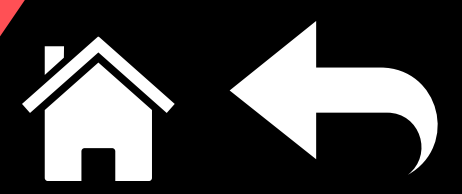
# Pour Standards



|                                 |   |                                  |
|---------------------------------|---|----------------------------------|
| <b>Mixed Drinks</b>             | 1/4 oz., 1/2 oz., 3/4 oz., 1 oz., 1 1/4 oz. and 1 1/2 oz. |                                  |
| <b>Guest Orders</b>             | Single Pour with any mixer                                | 1 1/4 oz. of liquor              |
|                                 | Double Pour with any mixer                                | 2 oz. of liquor                  |
|                                 | Tall  | 1 1/4 oz. of liquor in 16oz Cup  |
|                                 | Double Tall   | 2 oz. of liquor in 16oz Cup      |
|                                 | Up  | 2 oz. pour, chilled and strained |
|                                 | Neat  | 2 oz. pour, served at room temp. |
|                                 | Rocks   | 2 oz. pour served over ice       |
|                                 | Shot  | 1 1/4 oz. of liquor              |
|                                 | Neat, Up or Rocks   | 2 oz. of liquor                  |
|                                 | Double Neat, Up or Rocks                                  | 3 oz. of liquor                  |
| <b>Martinis</b>                 | Maximum of 3 oz. of liquor                                |                                  |
| <b>Wine</b>                     | <b>Fix</b>  | 5 oz. pour                       |
|                                 |   | 8 oz. pour                       |
|                                 |   | Bottle (At select locations)     |
| <b>Champagne/Sparkling Wine</b> | 6 oz. pour  |                                  |
| <b>Beer</b>                     | Pint draft beer   | 16oz                             |
|                                 | Large draft beer  | 24oz cup                         |



# Box Refund



- Any refunded ticket must have a "refund" receipt attached to it.
- All refunds completed for a guest must be performed at the time of occurrence, with the guest present, at the POS where the refund is performed. In the case of a refund completed for a cashier error, the refund must be performed in the presence of the cashier requesting the refund at the POS where the refund is performed.
- Ticket must be scanned and a refund will be issued to the original payment (cash/ credit card). If original payment is not present, the refund can be loaded on a gift card. A pass can also be added in place of a refund.
- Physical tickets must be attached and VOIDED. Tickets scanned by scanner will not need physical ticket.

A box office refund is only finished when fully filled out- example below:

| AMC Amazing #1234        |                 | Reason  |
|--------------------------|-----------------|---------|
| <b>REFUND</b>            |                 |         |
| CASHIER: 1111            | STATION: 005    | Change  |
| MANAGER: 1111            | 8/8/2018 3:45pm | Time    |
| Refunds                  |                 | Cashier |
| 01 01 JURASSIC W         | \$11.49         | AG      |
| 4:00pm Tue 08/08/2018    |                 |         |
| 01 01 JURASSIC W         | \$11.49         | Manager |
| 4:00pm Tue 08/08/2018    |                 |         |
| SubTotal :               | \$22.98         | BT      |
| Tax :                    | \$1.81          |         |
| Total :                  | \$24.59         |         |
| Payments                 |                 |         |
| Gift Card                | \$24.59         |         |
| SVC: xxxxxxxxxxxxxxx5678 |                 |         |
| AUTH: 123456789          |                 |         |
| X Jennifer Lopez         |                 |         |
| Guest                    |                 |         |

Box Office Only Refund  
(Guest initiated – non-credit card refund)

| AMC Amazing #1234     |                 | Reason |
|-----------------------|-----------------|--------|
| <b>REFUND</b>         |                 |        |
| CASHIER: 1111         | STATION: 005    | Hit    |
| MANAGER: 1111         | 8/8/2018 3:42pm | Quick  |
| Refunds               |                 | Total  |
| 01 01 JURASSIC W      | \$11.49         | AG     |
| 4:00pm Tue 08/08/2018 |                 |        |
| 01 01 JURASSIC W      | \$11.49         | BT     |
| 4:00pm Tue 08/08/2018 |                 |        |
| SubTotal :            | \$22.98         |        |
| Tax :                 | \$1.81          |        |
| Total :               | \$24.59         |        |
| Payments              |                 |        |
| Cash                  | \$24.59         |        |
| Guest                 |                 |        |

Box Office Only Refund  
(Cashier initiated)



# Concessions Refund

- All refunds completed for a guest must be performed at the time of occurrence, with the guest present, at the POS where the refund is performed. In the case of a refund completed for a cashier error, the refund must be performed in the presence of the cashier requesting the refund at the POS where the refund is performed.
- Credit card concession refunds must be refunded to original payment. Cash payments can be refunded in cash or theatre credit.
- A concession refund is only finished when fully filled out- example below:



AMC Amazing Unit1234  
11500 Ash Street  
Leawood, KS 66211

Monday, August 06, 2018 7:53pm

**REFUND**

Cashier: 1111  
MANAGER: 2222  
STATION: 110

|                |        |                       |
|----------------|--------|-----------------------|
| 01 Large Drink | \$6.29 | <i>Change to ICEE</i> |
| SubTotal:      | \$6.29 |                       |
| Tax:           | \$0.45 |                       |
| Total:         | \$6.74 | <i>BT</i>             |
| REFUNDED:      |        |                       |
| Cash           | \$6.74 |                       |

American Multi-Cinema, Inc.

*X Dwayne Johnson*

Concession Refund  
(Guest initiated)

AMC Amazing Unit1234  
11500 Ash Street  
Leawood, KS 66211

Monday, August 06, 2018 7:53pm

**REFUND**

Cashier: 1111  
MANAGER: 2222  
STATION: 110

|                |        |                        |
|----------------|--------|------------------------|
| 01 Large Drink | \$6.29 | <i>Hit quick total</i> |
| SubTotal:      | \$6.29 | <i>JF</i>              |
| Tax:           | \$0.45 |                        |
| Total:         | \$6.74 |                        |
| REFUNDED:      |        |                        |
| Cash           | \$6.74 | <i>BT</i>              |

American Multi-Cinema, Inc.

Concession Refund  
(Cashier initiated)

# Cash Equivalent FAQs



## Box Office

## Concessions

### Types of Passes

- Passes ( Guest Re-admit)
- AMC Gift Cards
- \$2 OFF Adult Admission (Grocery Popcorn Promotion)
- \$3 OFF Child Admission (Grocery Popcorn Promotion)
- Exchange Tickets (Black, Yellow, Green, Red, Gold\* Silver\*)

\*Gold and Silver: FROZEN - Instruct the guest to email the front and back of the original ticket, the ticket number, and the state they reside in to GoldSilver@amctheatres.com for replacement of any unredeemed tickets.

- Free Regular Popcorn
- Free Regular Drink
- Show Snacks
- \$12.99 Off Dine- In

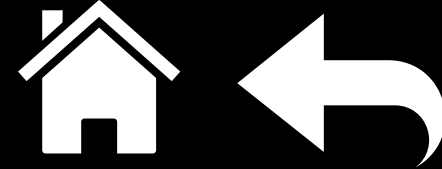
### How To Ring In

1. Select the desired showtime and ticket type.
2. In the order summary screen, you select "Enter Voucher".
3. Scan the back of ticket or the E-Ticket.

1. Select the desired items ordered by the guest.
2. In the order summary screen, you select "Enter Voucher".
3. Scan the back of ticket or the E-Ticket.

\*\* When Cash Equivalents are used on a kiosk, both barcodes need to be scanned

# MPA Guidelines



**G - General Audience:**

All ages admitted. Contains nothing that would offend parents for viewing by children.

**PG - Parental Guidance Suggested:**

May contain some material parents might not like for their young children.

**PG-13 - Parents Strongly Cautioned:**

Parents are urged to be cautious. Some material may be inappropriate for pre-teenagers.

**R- Restricted:**

Contains some adult material. Parents are urged to learn more about the film before taking their young children with them.

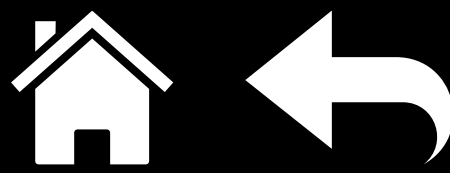
**NC-17- No One Under 17 Admitted:**

Clearly adults only. Children are not permitted.

**NR/UR - Not Rated/Unrated:**

Films not rated by the MPA. Unless otherwise stated, treat as you would a PG-13 film.

# ID Policies



## ID Enforcement:

IDs are required for any guest purchasing a ticket to an R-Rated or NC-17 film if they look under the age of 25

Guests must be 17 to purchase a ticket to an R-Rated film or 18 to purchase a ticket to an NC-17 rated film

Guests under the age of 17 must be accompanied by a parent or guardian over the age of 21 to view an R- Rated film.

## ID Requirements:

Photo, date of birth (not needed for A-List), full name

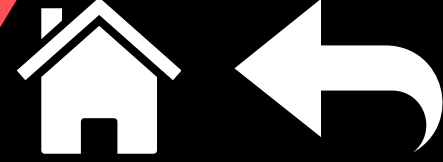
Must be a physical copy

Temporary driver's licenses are permitted

If the ID is presumed fake, a manager must validate. If it is determined that the ID is fake, invalid, or the guest does not meet the age requirement to view a film. An alternative film must be offered to the guest.



# Lost and Found



| When an item is found I should...  | Items only to be handled by a manager:  | Sensitive Items that should be given to a manager:                | When a Guest calls about a lost item I should...   |
|--|---|---|--|
| Use caution when picking up items  | Prohibited Weapons* (guns, knives with blades over 4 inches, bullets, magazines/clips, etc.)  | Money: credit cards, gift cards, checks, and cash                 | <ul style="list-style-type: none"><li>• Do not indicate that the item has been found.</li><li>• Explain that we have an item like theirs, and the guest should come to the theatre to verify that it belongs to them.</li></ul>  |
| Bring the item(s) to the designated area and log the item on the Lost and Found Journal  | Drugs, law enforcement must be notified and asked to pick up substance found.                 | Wallets, purses, and ID cards                                     | <b>When a guest calls after the theatre has closed:</b> <ul style="list-style-type: none"><li>• Direct them to come during the next business day. Do not allow anyone to come before or after the theatre's operating hours, as this is a security policy violation.</li></ul> |
| Label the item with the following details: <ul style="list-style-type: none"><li>• Date and time article was found</li><li>• Location where the article was found</li><li>• Individual who found the article</li></ul> | Acceptable Protection Items (pepper spray, pocketknives with blades less than 4 inches, etc.) | Electronics: phones, earbuds, charging cables, smart watches, etc | <b>Release a Lost and Found article to the claimant who reasonably identifies it:</b> <ul style="list-style-type: none"><li>• Before releasing, ask the claimant to show identification and sign the Lost and Found Journal.</li></ul>   |

# AMC STUBS Program Overview



**How old does a Guest need to be to sign up for AMC Stubs?** 13 years old.

**What is required by the guest to sign up in theatre?** First Name, Last Name, and Email address.

**Where can a guest sign up for AMC Stubs?** Premiere/Insider can be signed up at the theatre, or online. A-List can only be signed up for online.

**Can points be added to a guests account after the transaction went through?** Yes, a manager or supervisor can add the points retroactively via Kobie with proof of purchase.

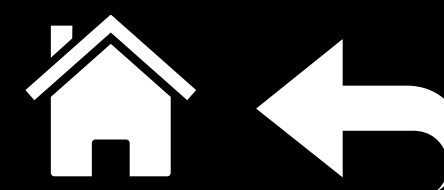
**What are the ID requirements for A-List?** You can find them [HERE](#)

| AMC STUBS® BENEFITS   | INSIDER       | PREMIERE                       | A★LIST                         |
|---|---------------|--------------------------------|--------------------------------|
| <b>Points Earned Per \$1 Spent</b><br>Earn a \$5 Reward for Every 5,000 Points  | 20 POINTS     | 100 POINTS                     | 100 POINTS                     |
| <b>Waived Online Ticket Fees</b><br>At AMCTheatres.com and on Our App   | 4+ TICKETS    | EVERY TIME                     | EVERY TIME                     |
| <b>Birthday Gift</b>  | LARGE POPCORN | LARGE POPCORN & FOUNTAIN DRINK | LARGE POPCORN & FOUNTAIN DRINK |
| <b>Discount Tuesdays</b><br>Weekly Ticket Savings   | ●             | ●                              | ●                              |
| <b>FREE Large Popcorn Refill</b>  | ●             | ●                              | ●                              |
| <b>Exclusive Offers &amp; Screenings</b>  | ●             | ●                              | ●                              |
| <b>FREE Wi-Fi</b>   | ●             | ●                              | ●                              |
| <b>No Expiration on AMC Stubs Points*</b>   |               | ●                              | ●                              |
| <b>FREE Size Upgrades</b><br>On Popcorn & Fountain Drinks   |               | ●                              | ●                              |
| <b>Priority Lanes</b><br>At the Box Office & Concessions  |               | ●                              | ●                              |
| <b>Up to 3 Movies Every Week Included</b><br>Watch in Dolby Cinema, IMAX®, RealD® 3D & More with FREE Online Reservations |               |                                | ●                              |



CLICK ON THE PHOTO FOR TROUBLESHOOTING

# Hot Foods Shelf Life Chart



| PACKAGED                            | SHELF LIFE   |
|-------------------------------------|--------------|
| MOZZARELLA STICKS, <i>open</i>      | Best By Date |
| FOUR CHEESE FLATBREAD               | Best By Date |
| PEPPERONI FLATBREAD                 | Best By Date |
| ZESTY CHEDDAR RANCH, <i>prepped</i> | 3 Days       |
| SALTED CARAMEL CORN, <i>open</i>    | 7 days       |
| CHEDDAR CORN, <i>open</i>           | 3 days       |
| MAGNIFICENT MIX, <i>open</i>        | 7 days       |
| FRENCH FRIES, <i>open</i>           | Best By Date |
| POPCORN SEASONING, <i>open</i>      | 14 days      |
| POPCORN SEED, <i>open</i>           | 14 days      |
| PICKLES, <i>open</i>                | 6 days       |
| CHEX/PRETZEL MIX, <i>open</i>       | 3 Days       |
| MAC 'N CHEESE BITES, <i>open</i>    | Best By Date |
| CHICKEN TENDER, <i>open</i>         | Best By Date |

| PRE-PACKAGED SAUCES         | SHELF LIFE   |
|-----------------------------|--------------|
| NACHO CHEESE CUP            | Best By Date |
| POPCORN BUTTER, <i>open</i> | 30 days      |
| MARINARA SAUCE CUP          | Best By Date |
| MAYONNAISE                  | Best By Date |
| RANCH DRESSING CUP          | Best By Date |
| HONEY MUSTARD CUP           | Best By Date |
| BBQ SAUCE CUP               | Best By Date |
| SPICY MUSTARD, <i>open</i>  | 30 days      |
| BUFFALO SAUCE CUP           | Best By Date |
| ICING CUP                   | Best By Date |

| PROTEINS                                       | SHELF LIFE |
|--|------------|
| HOT DOGS, <i>thawed</i>                        | 6 days     |
| HOT DOGS, <i>frozen</i>                        | See Notes  |
| CHICKEN TENDERS, <i>open</i>                   | See Notes  |
| SLIDERS, <i>thawed</i>                         | 10 Days    |
| SLIDERS, <i>thawed</i> (Washington State Only) | 7 Days     |

| DESSERT & BAKED GOODS          | SHELF LIFE   |
|--------------------------------|--------------|
| BAVARIAN LEGEND, <i>thawed</i> | 4 days       |
| PRETZEL BITES, <i>open</i>     | Best By Date |
| HOT DOG BUNS, <i>thawed</i>    | 3 days       |
| DONUT HOLES, <i>open</i>       | Best By Date |

| SEASONINGS & TOPPINGS                   | SHELF LIFE |
|---|------------|
| PRETZEL SALT, <i>open</i>               | 30 days    |
| CINNAMON SUGAR, <i>open</i>             | 30 days    |
| GARLIC PARMESAN SEASONING, <i>open</i>  | 30 days    |
| EVERYTHING BAGEL SEASONING, <i>open</i> | 30 days    |
| PB2 (Peanut Butter) DUST, <i>open</i>   | 30 days    |
| STRAWBERRY DUST, <i>open</i>            | 30 days    |
| HIDDEN VALLEY RANCH, <i>open</i>        | 30 days    |

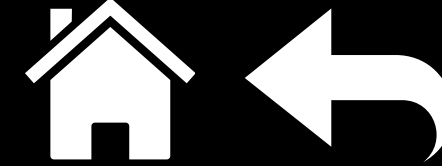
## L.D.I.T.S.

- L = Label** – Name of item and portion size.
- D = Date** – Day the item was made or opened.
- I = Initial** – Initials of the person who made/ opened the product.
- T = Time** – Time the item was made or opened.
- S = Shelf-Life** – Date that the item expires.

## NOTES:

- The day the item was prepared DOES count as a day of shelf life (except in the case of Fresh Daily or Hourly held products).
- Work to the date of expiration, not to the specific time noted on the label. Items expire at the close of business on the day of expiration (except in the case of Fresh Daily or Hourly held products).
- If the quality of the product is compromised (ice crystals, freezer burn, excess condensation in product, etc.) the product must be damaged out and discarded.

# DI Hot Foods Shelf Life Chart



| <u>COLD</u>                     | <u>LIFE</u>  |
|---------------------------------|--------------|
| BONELESS WING, <i>prep</i>      | 30 MIN       |
| CAESAR DRESSING, <i>prepped</i> | 7 DAY        |
| CARAMELIZED ONIONS, <i>open</i> | 5 DAY        |
| CHIPOTLE SAUCE, <i>prepped</i>  | 5 DAY        |
| DREDGE, <i>batter</i>           | FRESH DAILY  |
| DREDGE, <i>dry</i>              | Best By Date |
| GUACAMOLE, <i>prepped</i>       | FRESH DAILY  |
| IQF PASTA, <i>thawed</i>        | 3 DAY        |
| MINCED GARLIC, <i>prepped</i>   | 3 DAY        |
| MARINARA SAUCE, <i>prepped</i>  | 5 DAY        |
| PICO DE GALLO, <i>prepped</i>   | 2 DAYS       |
| QUESO SAUCE, <i>prepped</i>     | 3 DAY        |
| PRETZELS, <i>prepped</i>        | 3 DAY        |
| RANCH, <i>prepped</i>           | 7 DAY        |
| SLAW, <i>kit</i>                | 5 DAY        |
| SLAW, <i>mixed</i>              | FRESH DAILY  |

| <u>PRE-PACKAGED SAUCES</u>       | <u>LIFE</u> |
|----------------------------------|-------------|
| BBQ SAUCE, <i>open</i>           | 7 DAY       |
| BUFFALO SAUCE, <i>open</i>       | 7 DAY       |
| CARAMEL SAUCE, <i>open</i>       | 14 DAY      |
| CHOCOLATE SAUCE, <i>open</i>     | 14 DAY      |
| FIG SPREAD, <i>open</i>          | 7 DAY       |
| GIRARDS REMOULADE, <i>open</i>   | 14 DAY      |
| GOCHUJANG, <i>open</i>           | 7 DAY       |
| HONEY DIJONNAISE SAUCE           | 7 DAY       |
| KETCHUP, <i>open</i>             | 7 DAY       |
| MANGO HABANERO, <i>open</i>      | 7 DAY       |
| MAYONNAISE, <i>open</i>          | 7 DAY       |
| PEANUT BUTTER SAUCE, <i>open</i> | 14 DAY      |
| STRAWBERRY SAUCE, <i>open</i>    | 14 DAY      |
| VANILLA SYRUP, <i>open</i>       | 60 DAY      |

| <u>PRODUCE</u>                 | <u>LIFE</u> |
|--------------------------------|-------------|
| ARUGULA, <i>open</i>           | 3 DAY       |
| AVOCADO, <i>cut</i>            | FRESH DAILY |
| CABBAGE, SHREDDED, <i>open</i> | 3 DAY       |
| CILANTRO, <i>cut</i>           | FRESH DAILY |
| GARLIC, <i>open</i>            | 14 DAY      |
| GREEN ONION, <i>cut</i>        | 2 DAY       |
| GREEN PEPPER, <i>cut</i>       | 2 DAY       |
| ICEBERG LETTUCE, <i>cut</i>    | 2 DAY       |
| LEMON, <i>cut</i>              | FRESH DAILY |
| LIME, <i>cut</i>               | FRESH DAILY |
| MUSHROOM, <i>cut</i>           | 2 DAY       |
| ONION, <i>cut</i>              | 3 DAY       |
| ROMAINE LETTUCE, <i>cut</i>    | 2 DAY       |
| TOMATO, <i>sliced/diced</i>    | 2 DAY       |

| <u>DESSERT &amp; BAKED GOODS</u> | <u>LIFE</u> |
|----------------------------------|-------------|
| BROWNIE, <i>pull thaw</i>        | 5 DAY       |
| BROWNIE, <i>open</i>             | 5 DAY       |
| CHOCOLATE CHURRO, <i>open</i>    | 7 DAY       |
| FLOUR TORTILLA, <i>open</i>      | 5 DAY       |
| KINGS HAWAIIAN, <i>thawed</i>    | 7 DAY       |
| MARASCHINO CHERRY, <i>open</i>   | 30 DAY      |
| TEXAS TOAST, <i>open</i>         | 3 DAY       |
| TORTILLA CHIPS, <i>open</i>      | 3 DAY       |

| <u>SEASONINGS &amp; TOPPINGS</u> | <u>LIFE</u> |
|----------------------------------|-------------|
| ANY SPICE/VINEGAR, <i>open</i>   | 30 DAY      |
| CINNAMON/SUGAR SPICE BLEND       | 30 DAY      |
| HOUSE SPICE BLEND                | 30 DAY      |
| KOSHER SALT, <i>open</i>         | 30 DAY      |
| PIZZA SPICE BLEND                | 30 DAY      |
| POPCORN SALT, <i>open</i>        | 30 DAY      |
| STRAWBERRY DUST, <i>open</i>     | 30 DAY      |

| <u>PROTEINS</u>                        | <u>LIFE</u> |
|--|-------------|
| BACON, <i>open</i>                     | 7 DAY       |
| BACON, <i>cooked</i>                   | 2 DAY       |
| BEEF PATTY, <i>pull thaw</i>           | 2 DAY       |
| BEEF PATTY, <i>thawed</i>              | 3 DAY       |
| CHICKEN, <i>pull thaw</i>              | 2 DAY       |
| CHICKEN, <i>thawed</i>                 | 3 DAY       |
| CRUMBLED EGGS                          | 3 DAY       |
| DR. PRAEGER "BURGER", <i>pull thaw</i> | 5 DAY       |
| PEPPERONI, <i>open</i>                 | 7 DAY       |
| SAUSAGE GROUND, <i>pull thaw</i>       | 7 DAY       |
| SAUSAGE GROUND, <i>thawed</i>          | 3 DAY       |

| <u>DAIRY</u>                   | <u>LIFE</u>  |
|--------------------------------|--------------|
| BLUE CHEESE, <i>open</i>       | 5 DAY        |
| BRIE, <i>sliced</i>            | 5 DAY        |
| CHEESE, <i>shredded</i>        | 7 DAY        |
| CHEESE, <i>sliced</i>          | 7 DAY        |
| CLARIFIED BUTTER, <i>open</i>  | 5 DAY        |
| MILK, <i>open</i>              | Best By Date |
| ON TOP, <i>open</i>            | 2 DAY        |
| PARMESAN CHEESE, <i>open</i>   | 5 DAY        |
| SOUR CREAM, <i>open</i>        | Best By Date |
| VANILLA ICE CREAM, <i>open</i> | 5 DAY        |

| <u>PACKAGE ITEMS</u>             | <u>LIFE</u> |
|----------------------------------|-------------|
| BANANA PEPPER RINGS, <i>open</i> | 30 DAY      |
| BLACK OLIVES, <i>open</i>        | 14 DAY      |
| JALAPENO SLICES, <i>open</i>     | 30 DAY      |
| OIL, <i>open</i>                 | 14 DAY      |
| ROASTED TOMATOES, <i>open</i>    | 14 DAY      |
| SLICED PICKLES, <i>open</i>      | 14 DAY      |
| SUGAR, <i>granulated open</i>    | 30 DAY      |

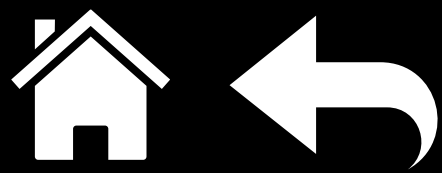
## L.D.I.T.S.

- L = Label** – Name of item and portion size.
- D = Date** – Day the item was made or opened.
- I = Initial** – Initials of the person who made/ opened the product.
- T = Time** – Time the item was made or opened.
- S = Shelf-Life** – Date that the item expires.

## NOTES:

- The day the item was prepared DOES count as a day of shelf life (except in the case of Fresh Daily or Hourly held products).
- Work to the date of expiration, not to the specific time noted on the label. Items expire at the close of business on the day of expiration (except in the case of Fresh Daily or Hourly held products).
- If the quality of the product is compromised (ice crystals, freezer burn, excess condensation in product, etc.) the product must be damaged out and discarded.

# Hot Foods Hold Times

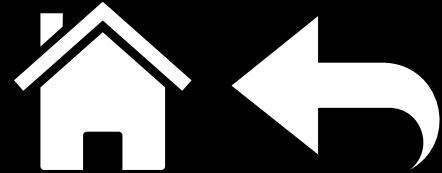


| ITEM                                   | 1 ORDER        | MAXIMUM COOK        | COOKING EQUIPMENT | AUTOFRY COOK TIME                     | TURBOCHEF COOK TIMES                   |                 | HOLDING EQUIPMENT | HOLD TIME      |
|--|----------------|---------------------|-------------------|---------------------------------------|--|-----------------|-------------------|----------------|
|  |                |                     |                   |                                       | Bullet/ Encore                         | Tornado         |                   |                |
| Bavarian Legend**                      | 1 Pretzel      | 1 Pretzel           | TurboChef         | N/A                                   | :50 Sec                                |                 | N/A               | Cannot Be Held |
| Chicken Tenders**                      | 4 Pieces       | 16 Pieces Per Chute | Auto Fry          | Single Order: (4 ea.)<br>5:00 Min     | N/A                                    |                 | Approved Warmer   | 30 Minutes     |
|  |                |                     |                   | Batch Order: (8 - 16 ea.)<br>5:30 Min |  |                 |                   |                |
| Curly Fries**                          | 8 oz. Uncooked | 24 oz. Uncooked     | Auto Fry          | 2:00 Min                              | N/A                                    |                 | Approved Warmer   | 10 Minutes     |
| Flatbread Pizza                        | 1 Flatbread    | 2 Flatbreads        | TurboChef         | N/A                                   | 2:00 Min                               | 2:10 Min        | N/A               | Cannot Be Held |
| Plain Hot Dogs*<br>(Roller Grill ONLY) | 1 Hot Dog      | 20 Dogs             | Hot Dog Roller    | N/A                                   | N/A                                    |                 | Roller Grill      | 4 hours        |
| Mozzarella Sticks**                    | 8 Sticks       | 16 Pieces Per Chute | Auto Fry          | 2:00 Min                              | N/A                                    |                 | N/A               | Cannot Be Held |
| Pretzel Bites                          | 15 Pieces      | 45 pieces           | TurboChef         | N/A                                   | Single Order: (15 ea.)<br>55 Sec       | Approved Warmer |                   | 30 Minutes     |
|  |                |                     |                   |                                       | Batch Order: (30 - 45 ea.)<br>1:15 Min |                 |                   |                |
| Mac & Cheese Bites**                   | 10 Pieces      | 20 pieces           | Auto Fry          | 4:00 Min                              | N/A                                    |                 | N/A               | Cannot Be Held |
| Donut Holes**                          | 13 Holes       | 26 holes            | TurboChef         |                                       | :60 Sec                                |                 | N/A               | Cannot Be Held |
| Impossible Chicken Nuggets**           | 10 Pieces      | 20 pieces           | Auto Fry          | 3:00 Min                              | N/A                                    |                 | N/A               | Cannot Be Held |
| Sliders**                              | 1 Slider Pack  | 1 Slider Pack       | TurboChef         | N/A                                   | :55 Sec                                |                 | N/A               | Cannot Be Held |

# Dine-In Hold Times

| <u>HOT</u>                      | <u>LIFE</u> |
|---------------------------------|-------------|
| CHEESE SAUCE, <i>thawed</i>     | 5 DAY       |
| CHEESE SAUCE, <i>HOT HELD</i>   | 4 HOUR      |
| CHICKEN, <i>breaded</i>         | 1 HOUR      |
| CROUTONS, <i>cooked</i>         | 2 DAY       |
| FRENCH FRIES, <i>cooked</i>     | 10 MIN.     |
| JALAPENO COINS, <i>fried</i>    | 3 HOUR      |
| MARINARA SAUCE, <i>HOT HELD</i> | 4 HOUR      |
| ONION STRAW, <i>fried</i>       | 3 HOUR      |
| PRETZEL BITES, <i>cooked</i>    | 1 HOUR      |
| TORTILLA CHIPS, <i>fried</i>    | 2 DAY       |
| TORTILLA CHIPS, <i>HOT HELD</i> | 12 HOUR     |

\*Wings: may be hot held in "fry dump" for a maximum of 30 minutes during peak volume only



CLICK ON A CATEGORY TO LEARN MORE

## A-List

- Access Issues
- Reservation Concerns
- Billing Information

## Cast

- Update Account Info
- Discount Concerns
- No Account Found

## Premiere

- Access Issues
- Merging Accounts

## Insider

- Fees Not Waived
- Investor Connect





# Troubleshooting

CLICK ON A GUEST CONCERN TO LEARN MORE

[Can't make reservations](#)

[Can't reserve a specific showtime](#)

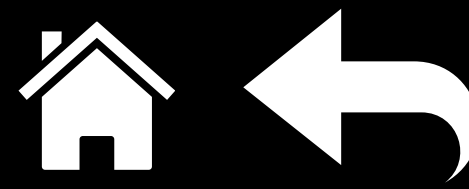
- [Locked out/doesn't know password](#)
- [Didn't receive password reset](#)
- [Password reset link doesn't work](#)

[Update stored credit card](#)

[Cancel A-LIST](#)



# Account Access



## Locked out/Doesn't know password

1. Ask Guest if they have tried to reset their password
  - a. If No: Direct guest to [AMCTheatres.com](https://amctheatres.com) > Sign In > Forgot Password.
  - b. If Yes: Ask if they got the email or if they experienced an issue when trying to reset their password. Follow next section below on response.

## Didn't receive password reset email

1. Have the guest check their spam/junk folder. If the email still has not been received after 10 minutes proceed to step 2.
2. Verify the guests email address in ecommerce portal > Search customers > Search Email address > Review "Has AMC Login" line.
  - a. False: Guest must register their account at [amctheatres.com](https://amctheatres.com) > Sign in > Register your account
  - b. True: Direct guest to reach out to guest services at [amctheatres.com/contact](https://amctheatres.com/contact) or email 0411-amcstubs on behalf of the guest.

## Reset Password Link does not work

### 1. Try a new browser


- a. Copy and paste the password reset link into a different browser or use a different platform (ie: use the website instead of app)
- b. Clear the cache/history and try again

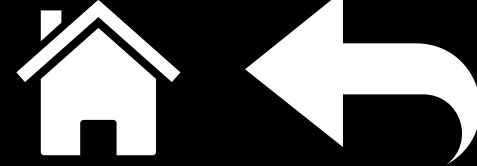
### 2. Still Not Working? Following these troubleshooting steps:

- a. If connected to Wi-Fi, switch to just mobile data and try again.
- b. If having error related to birth year validation, verify birthyear is correct in AMP.
- c. If still unable to resolve, direct guest to reach out to Guest Services at [amctheatres.com/contact](https://amctheatres.com/contact) or email details to 0411-AMC Stubs.



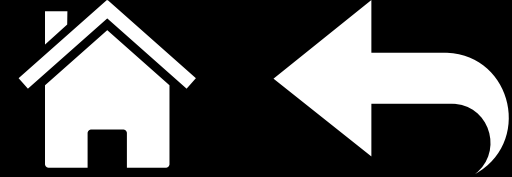
## Can't make reservations

1. Confirm subscription is active Log into eCommerce Portal > "Search Customers" > Search for account > Confirm the status for the most recent subscription is "Active".
  - Active or Pending Cancellation: Guest should be able to make reservations. If they cannot, select "Details" and continue to next steps below.
  - Suspended: Billing failed on guest's card. Guest must update card on file or billing address if they recently moved.
  -  Cancelled: Guest has cancelled subscription and is no longer A-List.
  - Delinquent: Direct guest to reach out to Guest Services at [amctheatres.com/contact](https://amctheatres.com/contact) or email details to 0411-AMC Stubs.
2. Confirm guest has reservations available "Details" > "Plan Usage".
  - "Movie Cap Count for Film Week" = 3 of 3: Guest has already booked 3 reservations this film week.
  - "Future Reservation Cap Count" = 3 of 3: Guest has too many advance tickets for future film weeks. Guest must cancel a future booking to make a reservation for an earlier showtime.
3. Confirm guest has a plan that includes your state under "TIER INFO"  
Plan excludes state: Select "Plan Usage." If "Out of Tier Visits for Year" = 3 of 3, guest must upgrade tier. Direct guest to visit [amctheatres.com](https://amctheatres.com) > Sign into their account > Hover over Sign In and select "View My AMC Dashboard" > "View Plan Details" > "Update Plan" > Plan includes state:



## Can't reserve a specific showtime

1. Confirm title is not excluded from A-List Visit [amctheatres.com](http://amctheatres.com) >Find showtime >Confirm it does not say "Excluded from A-List". Fathom and other special event price titles are typically excluded.
2. Confirm guest does not already have an overlapping reservation Log into eCommerce Portal>"Search Customers" > Search for account > "Details" > "Plan Usage"> Review show date and showtime under "Details."
  - Overlapping Showtime: Guest must cancel the reservation which overlaps with the showtime they wish to reserve.
  - No Overlapping Showtime: An error may be blocking the guest from making a reservation. Direct guest to reach out to Guest Services at [amctheatres.com/contact](http://amctheatres.com/contact) or email details to 0411-AMC Stubs.



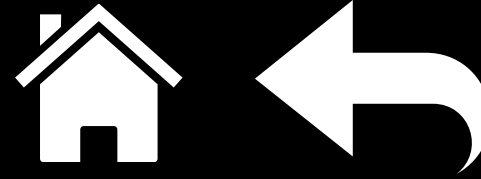
## Update Stored Credit Card

Guests must add a new card before deleting an old card Direct guest to visit [amctheatres.com](https://amctheatres.com) > Sign into their account > Hover over Sign In and select "Wallet" under My AMC.

1. Select "Add Card", enter new card details, then select "Add Card" to save. Note: If an error appears, it is likely the billing address was entered incorrectly.
2. Select "Make Primary" under the new card.
3. Select "Edit" under the old card, then "Delete" if they no longer wish to store this card.

## Cancel A-List

Direct guest to visit [amctheatres.com](https://amctheatres.com) > Sign into their account > Hover over Sign In and select "View My AMC Dashboard"> "View Plan Details"> "Cancel Plan"



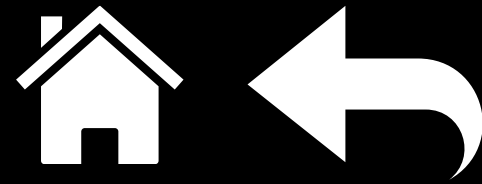
[Account access issues? Click Here](#)

## How Can A Guest Merge two accounts?

1. Login to Kobie AMP > find account numbers for accounts to be combined > write both down for reference.
2. Open the account that will end up closed (lower tier, if they differ)
  - Click "Action" tab > Locate "Merge" section Enter account number for account that will be kept open Click "search"
  - Confirm which email should be kept
  - Confirm merge.
3. If error occurs, refer to Merge detail in the Kobie AMP SOP as there are several rules built into merge process.

## How can a guest change their email address/other information?

1. Associates can add/change a guest's email address, phone number, name and date of birth in the account info section on any POS
2. A manager can update this information via Kobie > summary > edit info
3. Guest can update their information in their account on the website or app > account > profile



[Account access issues? Click Here](#)

## Investor Connect:

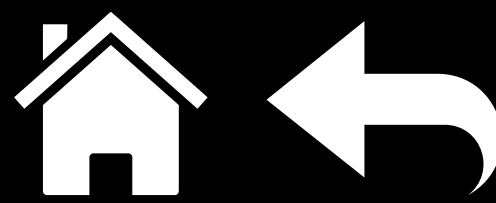
- Guests can self-identify as a stockholder during sign up, or within their profile on the app/website
- Investors earn 2x points on Tuesdays
- Investors have access to priority lanes
- Investors receive occasional food and drink offers throughout the year

## Service Fees Not Being Waived?

Service fees are only waived if the guest is purchasing four or more tickets.

## Having issues redeeming rewards at the box office?

Insider Rewards can only be redeemed in concessions



## Change name or email

Associate must update in Oracle Associate Self-Service. Direct associate to Associate Self Service > "Personal Information" > Click "Update" in section(s) where associate wishes to update info > Update info and submit changes. Note: Changes will not update in AMC Stubs/Kobie until the following day.

## Does not have an account

- Confirm associate account in Kobie AMP Login to Kobie AMP > Search associate ID.
  - Cast account is present: Provide associate the account number and suggest they register account at [amctheatres.com/amcstubs/associate](https://amctheatres.com/amcstubs/associate).
  - Cast account not present: If associate was onboarded in the last 7 days, advise them to check again in a few days as it can take some time for the data to flow through. If onboarding was more than 7 days ago, email details to 041 1-AMC Stubs.

## Did not get Cast Discount or Benefits 50% off F&B

- Confirm daily max of \$25 has not been met in Kobie AMP and items are eligible for the discount
    - Promotional items, merchandise, and alcohol are common exclusions
    - Free Regular Popcorn - Confirm daily max of one (1) per day has not been met in Kobie AMP
    - OnePass Benefit - Max of one (1) showtime per day
    - Associate is limited to the number of tickets allocated to their account
    - Showtime is within 2 hours. Restrictions may still apply. Certain titles/showtimes may not be available for free tickets
- REMINDER: Associates cannot ring up their own transactions