

# AMC CREW FAQ's

CLICK ON AN IMAGE BELOW TO LEARN MORE

**Box and Guest Services**



**Bar**



**Concessions**



**Dine-In**



**Box Office and Guest Services**



**CLICK A CATEGORY FOR GUIDE**

**Guest Service Strategies**

**Cash Equivalents**

**MPA Guidelines**

**Lost and Found**

**ID Guidelines**

**AMC Stubs**

**Refunds**



# 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

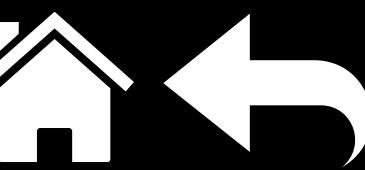
## Responsible Service Of Alcohol

## 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.

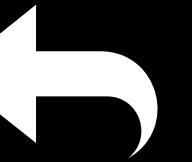
**Solve** – Find the best way to solve the guest’s issue and say, “please” when offering a resolution. Use flexibility within reason if the guest is requesting something outside of what we normally do.

**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

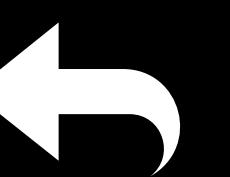
**Head's Up Bartending:** Consistently face the lobby and guests, allowing eye contact and conversation with any guests. This ensures a guest is greeted in a timely manner

**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 21 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.

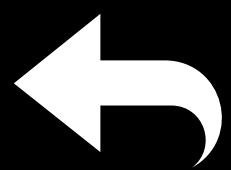
**What should I do if I suspect an ID is fake?** Tell a manager immediately, do not serve the guest. Give the guest back the ID.

**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**



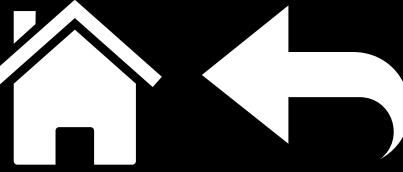


## What are the signs of intoxication?

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**

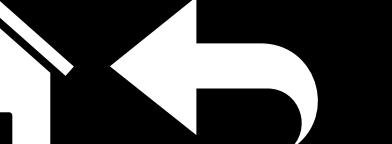
**Manager completes the Alcohol Compliance Monitoring Worksheet and Submits Incident Report.**

**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.**

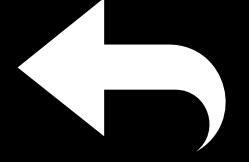
# Pour Standards



Mixed Drinks	1/4 oz., 1/2 oz., 3/4 oz., 1 oz., 1 1/4 oz. and 1 1/2 oz.	
Guest Orders	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
Martinis	Maximum of 3 oz. of liquor	
Wine	<b>Fix</b>	5 oz. pour
		8 oz. pour
		Bottle (At select locations)
Champagne/Sparkling Wine	6 oz. pour	
Beer	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	
REFUND	
CASHIER: 1111 MANAGER: 1111	STATION: 005 8/6/2018 3:45pm
Refunds	
01 01 JURASSIC W 4:00pm Tue 08/06/2018	\$11.49
01 01 JURASSIC W 4:00pm Tue 08/06/2018	\$11.49
SubTotal :	\$22.98
Tax :	\$1.61
Total :	\$24.59
Payments	
Gift Card	\$24.59
SVC: xxxxxxxxxxxxxxxx5678	
AUTH: 123456789	
X <i>Jennifer Lopez</i>	
Guest	

**Reason**

Change Time
Cashier
<i>AG</i>
Manager
<i>B7</i>

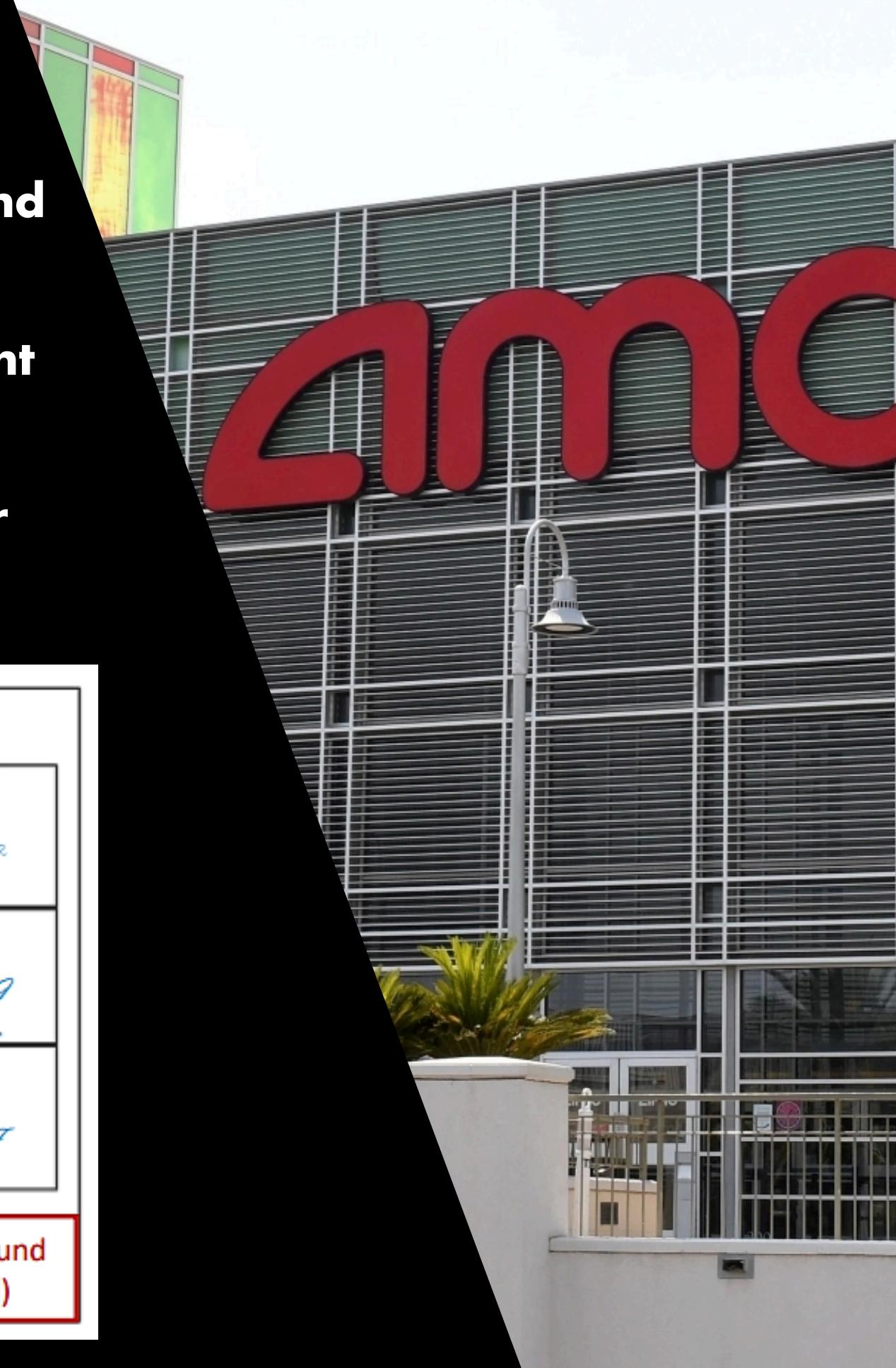
**Box Office Only Refund (Guest initiated – non-credit card refund)**

AMC Amazing #1234	
REFUND	
CASHIER: 1111 MANAGER: 1111	STATION: 005 8/6/2018 3:42pm
Refunds	
01 01 JURASSIC W 4:00pm Tue 08/06/2018	\$11.49
01 01 JURASSIC W 4:00pm Tue 08/06/2018	\$11.49
SubTotal :	\$22.98
Tax :	\$1.61
Total :	\$24.59
Payments	
Cash	\$24.59
Guest	

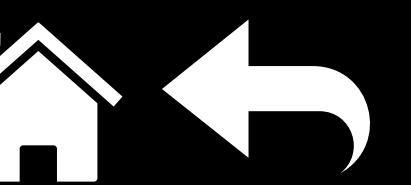
**Reason**

Hit Quick Total
<i>AG</i>
<i>B7</i>

**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      *Change to ICEE*

SubTotal: \$6.29  
Tax: \$0.45  
Total: \$6.74      *BT*

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  
SubTotal: \$6.29  
Tax: \$0.45  
Total: \$6.74      *Hit quick total*

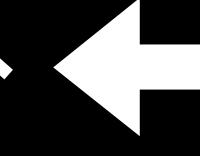
REFUNDED:  
Cash \$6.74      *BT*

American Multi-Cinema, Inc.

**Concession Refund  
(Cashier initiated)**



# Cash Equivalent FAQs



## 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](mailto:GoldSilver@amctheatres.com) for replacement of any unredeemed tickets.

## 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.

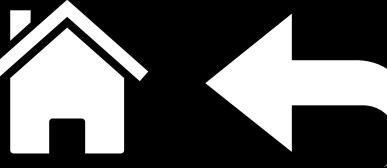
## Box Office

## Concessions

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

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.

# 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.

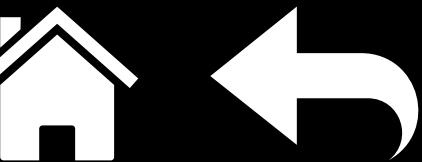
## NC-17- No One Under 17 Admitted:

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:

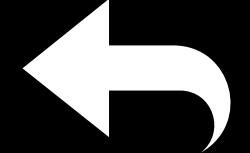
Photo, date of birth (not needed for A-List), full name

Must be a physical copy

Temporary driver's liscences are permitted

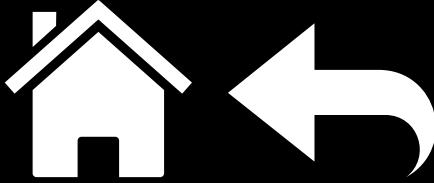
If the ID is presumed fake, a manager must validate. If it is determined that the ID is fake, invalid, or the guest does not meet the age requirement to view a film. An alternative film must be offered to the guest.

# Lost and Found



<b>When an item is found I should...</b>	<b>Items only to be handled by a manager:</b>	<b>Sensitive Items that should be given to a manager:</b>	<b>When a Guest calls about a lost item I should...</b>
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?**

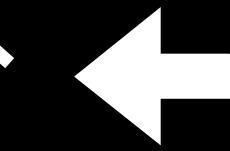
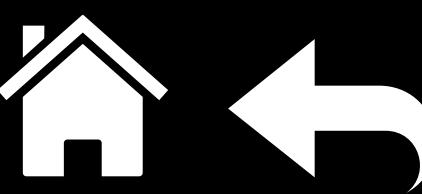
You can find them [HERE](#)



**CLICK ON THE PHOTO FOR TROUBLESHOOTING**

AMC STUBS® BENEFITS	INSIDER	PREMIERE	A★LIST
<b>Points Earned Per \$1 Spent</b> Earn a \$5 Reward for Every 5,000 Points	20 POINTS	100 POINTS	100 POINTS
<b>Waived Online Ticket Fees</b> 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> Weekly Ticket Savings	•	•	•
<b>FREE Large Popcorn Refill</b>	•	•	•
<b>Exclusive Offers &amp; Screenings</b>	•	•	•
<b>FREE Wi-Fi</b>	•	•	•
<b>No Expiration</b> on AMC Stubs Points*	•	•	•
<b>FREE Size Upgrades</b> On Popcorn & Fountain Drinks	•	•	•
<b>Priority Lanes</b> At the Box Office & Concessions	•	•	•
<b>Up to 3 Movies Every Week Included</b> Watch in Dolby Cinema, IMAX®, RealD® 3D & More with FREE Online Reservations	•	•	•

# Hot Foods Shelf Life Chart



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

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

PRE-PACKAGED SAUCES	SHELF LIFE
NACHO CHEESE CUP	Best By Date
POPCORN BUTTER, open	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, open	30 days
BUFFALO SAUCE CUP	Best By Date
ICING CUP	Best By Date

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

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

## 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.

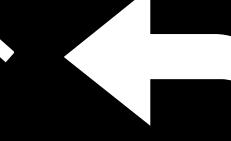
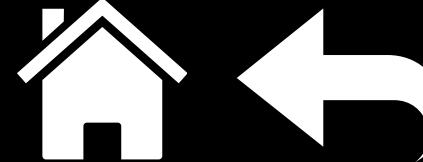
**T = Time** – Time the item was made or opened.

**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



COLD	LIFE
BONELESS WING, prep	30 MIN
CAESAR DRESSING, prepped	7 DAY
CARAMELIZED ONIONS, open	5 DAY
CHIPOTLE SAUCE, prepped	5 DAY
DREDGE, batter	FRESH DAILY
DREDGE, dry	Best By Date
GUACAMOLE, prepped	FRESH DAILY
IQF PASTA, thawed	3 DAY
MINCED GARLIC, prepped	3 DAY
MARINARA SAUCE, prepped	5 DAY
PICO DE GALLO, prepped	2 DAYS
QUESO SAUCE, prepped	3 DAY
PRETZELS, prepped	3 DAY
RANCH, prepped	7 DAY
SLAW, kit	5 DAY
SLAW, mixed	FRESH DAILY
<b>PRE-PACKAGED SAUCES</b>	
BBQ SAUCE, open	7 DAY
BUFFALO SAUCE, open	7 DAY
CARAMEL SAUCE, open	14 DAY
CHOCOLATE SAUCE, open	14 DAY
FIG SPREAD, open	7 DAY
GIRARDS REMOULADE, open	14 DAY
GOCHUJANG, open	7 DAY
HONEY DIJONNAISE SAUCE	7 DAY
KETCHUP, open	7 DAY
MANGO HABANERO, open	7 DAY
MAYONNAISE, open	7 DAY
PEANUT BUTTER SAUCE, open	14 DAY
STRAWBERRY SAUCE, open	14 DAY
VANILLA SYRUP, open	60 DAY

PRODUCE	LIFE
ARUGULA, open	3 DAY
AVOCADO, cut	FRESH DAILY
CABBAGE, SHREDDED, open	3 DAY
CILANTRO, cut	FRESH DAILY
GARLIC, open	14 DAY
GREEN ONION, cut	2 DAY
GREEN PEPPER, cut	2 DAY
ICEBERG LETTUCE, cut	2 DAY
LEMON, cut	FRESH DAILY
LIME, cut	FRESH DAILY
MUSHROOM, cut	2 DAY
ONION, cut	3 DAY
ROMAINE LETTUCE, cut	2 DAY
TOMATO, sliced/diced	2 DAY
<b>DESSERT &amp; BAKED GOODS</b>	
BROWNIE, pull thaw	5 DAY
BROWNIE, open	5 DAY
CHOCOLATE CHURRO, open	7 DAY
FLOUR TORTILLA, open	5 DAY
KINGS HAWAIIAN, thawed	7 DAY
MARASCHINO CHERRY, open	30 DAY
TEXAS TOAST, open	3 DAY
TORTILLA CHIPS, open	3 DAY

SEASONINGS & TOPPINGS	LIFE
ANY SPICE/VINEGAR, open	30 DAY
CINNAMON/SUGAR SPICE BLEND	30 DAY
HOUSE SPICE BLEND	30 DAY
KOSHER SALT, open	30 DAY
PIZZA SPICE BLEND	30 DAY
POPCORN SALT, open	30 DAY
STRAWBERRY DUST, open	30 DAY

PROTEINS	LIFE
BACON, open	7 DAY
BACON, cooked	2 DAY
BEEF PATTY, pull thaw	2 DAY
BEEF PATTY, thawed	3 DAY
CHICKEN, pull thaw	2 DAY
CHICKEN, thawed	3 DAY
CRUMBLLED EGGS	3 DAY
DR. PRAEGER "BURGER", pull thaw	5 DAY
PEPPERONI, open	7 DAY
SAUSAGE GROUND , pull thaw	7 DAY
SAUSAGE GROUND , thawed	3 DAY

DAIRY	LIFE
BLUE CHEESE, open	5 DAY
BRIE, sliced	5 DAY
CHEESE, shredded	7 DAY
CHEESE, sliced	7 DAY
CLARIFIED BUTTER, open	5 DAY
MILK, open	Best By Date
ON TOP, open	2 DAY
PARMESAN CHEESE, open	5 DAY
SOUR CREAM, open	Best By Date
VANILLA ICE CREAM, open	5 DAY
<b>PACKAGE ITEMS</b>	
BANANA PEPPER RINGS, open	30 DAY
BLACK OLIVES, open	14 DAY
JALAPENO SLICES, open	30 DAY
OIL, open	14 DAY
ROASTED TOMATOES, open	14 DAY
SLICED PICKLES, open	14 DAY
SUGAR, granulated open	30 DAY

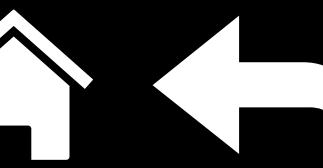
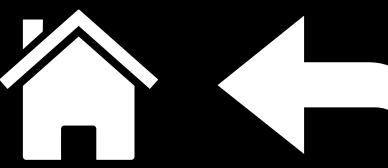
## L.D.I.T.S.

- 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:

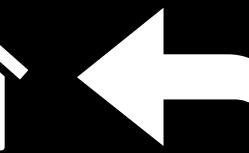
- The day the item was prepared DOES count as a day of shelf life (except in the case of Fresh Daily or Hourly held products).
- Work to the date of expiration, not to the specific time noted on the label. Items expire at the close of business on the day of expiration (except in the case of Fresh Daily 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



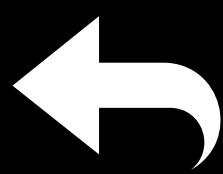
ITEM	1 ORDER	MAXIMUM COOK	COOKING EQUIPMENT	AUTOFRY COOK TIME	TURBOCHEF COOK TIMES		HOLDING EQUIPMENT	HOLD TIME
					Bullet/ Encore	Tornado		
Bavarian Legend**	1 Pretzel	1 Pretzel	TurboChef	N/A	:50 Sec		N/A	Cannot Be Held
Chicken Tenders**	4 Pieces	16 Pieces Per Chute	Auto Fry	Single Order: (4 ea.) 5:00 Min	N/A		Approved Warmer	30 Minutes
				Batch Order: (8 - 16 ea.) 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* (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.) 55 Sec	Approved Warmer	30 Minutes	
					Batch Order: (30 - 45 ea.) 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



# A★LIST

## Troubleshooting

CLICK ON A GUEST CONCERN TO LEARN MORE

**Can't make  
reservations**

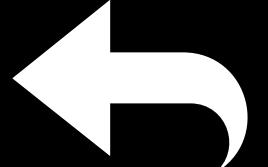
**Can't reserve a  
specific showtime**

- **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

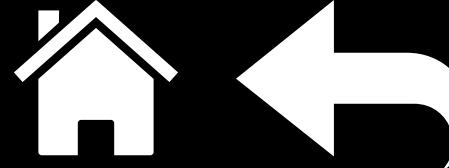
1. Ask Guest if they have tried to reset their password
  - a. If No: Direct guest to [AMCTheatres.com](http://AMCTheatres.com) > Sign In > Forgot Password.
  - b. If Yes: Ask if they got the email or if they experienced an issue when trying to reset their password. Follow next section below on response.

### 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](http://amctheatres.com) > Sign in > Register your account
  - b. True: Direct guest to reach out to guest services at [amctheatres.com/contact](http://amctheatres.com/contact) or email 0411-amcstubs on behalf of the guest.

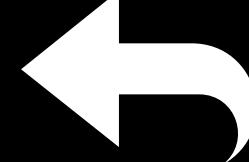
### Reset Password Link does not work

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](http://amctheatres.com/contact) or email details to 0411-AMC Stubs.



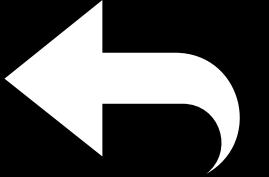
## Can't make reservations

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](http://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](http://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.



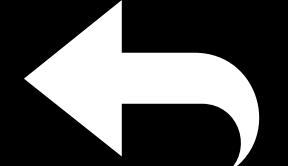
## Update Stored Credit Card

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



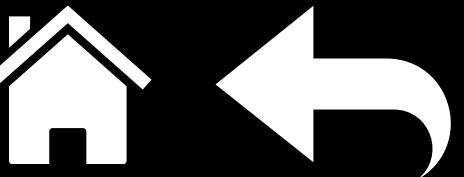
[\*\*Account access issues? Click Here\*\*](#)

## **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](#)

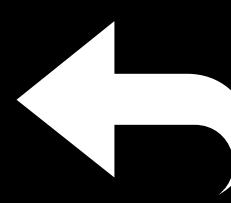
## Investor Connect:

- 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](http://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 0411-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