Front of House Newman Training

Objective

To teach cinema staff how to use the Newman Point of Sale.

This course can be delivered by cinema managers following their “Go Live” training or by the Newman team.

Structure

- 1 – 2 hours per group (depending on numbers).
- The course is best held at the customer’s premises, ideally just ahead of going live.

Requirements

- Back office programmed with shows and products.
- Venue Server active and set up.
- At least 1 Point of Sale till active and on the network with a working ticket printer (with tickets) and chip and pin.
- Seating Plans supplied and uploaded into Newman.
- Your pre-pay cards should be ready (if you are using them).

Content

Logging In

Selling Tickets and Products

- Selling a ticket in person
- Choosing seats
- Taking payment
- Selling Other Products
- Selling a ticket for a wheelchair space
- Selling a ticket by telephone
- Free tickets and Special Deals
- Removing mistakes in a transaction
- Looking up film information
- Suspending and resuming a transaction

Previous transactions

- Picking up pre-booked tickets
- Changing seats
- Refunding a transaction

Memberships

- Selling items to members
- Selling a membership
- Renewing a membership
- Changing a member’s details

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Cash Control

- Petty Cash
- Cash Drops
- Cashing Up
- Redoing cashups
- Closing the Business Day

Cinema Management

- Broken Seats
- Product Management
- Print Management

User Menu

- Changing your password
- Checking your messages
- Admin Menu

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