




Solution Blueprints

Completed project solutions

Prepared for: *Knowledge Repository*
15th Oct 2020



Visual Search 

WHAT'S THIS ALL ABOUT?

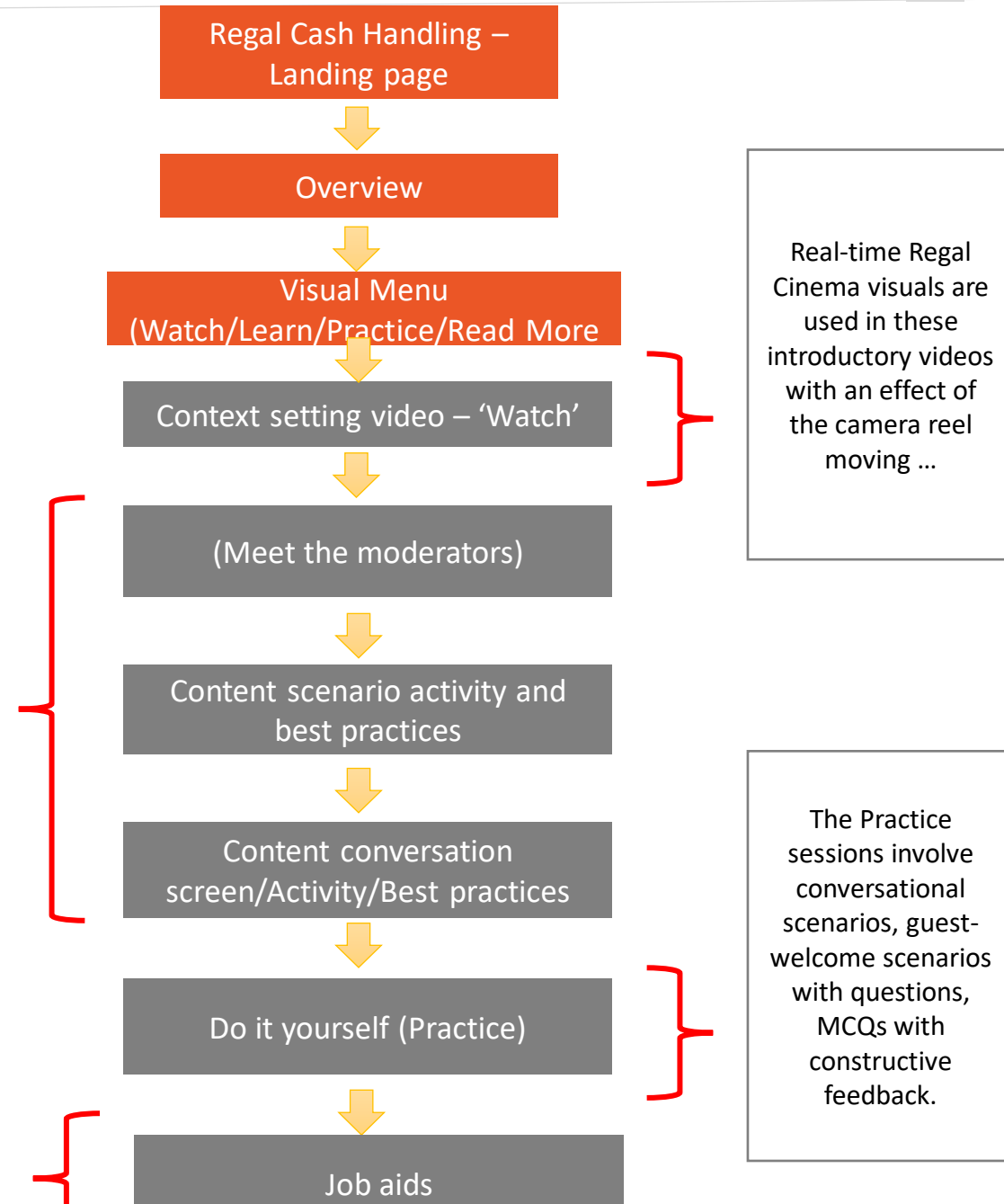
The *Regal Cinemas* project is targeted to their young employees who work as the *Cast Members* and *Team Leads*. The multi-module project involves activities like cash handling, maximizing guest experience, general and fire safety, Regal community affairs and charity programs and so on. The moderators who pose as Regal employees go through varied scenarios to watch, learn and practice to hone their skills at Regal counters.

Key highlights:

- CinemaScope experience
- Watch, Learn, Practice, Read More approach taken
- Short explanatory videos were created to set contexts to certain nuggets
- Completely audio-driven
- Includes moderators as Regal employees
- Two avatars as Regal employees. One *Team Lead* and the other a *Cast Member*. Storyline characters presented in a brand new way
- Real-time Regal Cinema case studies used to depict the actual processes at the theatre (Welcoming a guest, counting change ...)
- Videos have an attractive reel changing effect
- Customized theatre hall backdrop created
- The graphics, colours and light-effects help the project stand out

Fictitious scenarios are written to create crisis situations at the Cast members' counter. Next, the users are involved there to learn about the ideal processes and mitigate the problem situation. The knowledge check activities include real-time cash counting (designed through customized screen animation) and problem-solving scenarios.

Job aids on steps to count change, premium film formats (3D, 4D, IMAX), key takeaways and so on





Jayce




Ivy



Louis



Carmen



THE MODERATORS!

Cash Handling – Visual Menu
Explore the basics of Regal's cash handling procedures.

1 Select each icon to view the interactive learning topics, practice sessions, and the downloadable job aids to learn more about this topic.

LEARN PRACTICE READ MORE

Completed In-Progress Not Started

17% [Replay] [Pause] Back 3/18 Next

Pause and Think

Now, that you know more about cash counting, let's go through Ivy's journey to summarize the concept.

Ivy has received \$10.01 from a guest against a ticket selling price of \$5.61.

Here, the guest clearly wants to avoid getting pennies back. Ivy should put the penny in the drawer and consider the sale amount \$5.60.

Unfortunately, the guest was not happy with the money returned to her.

QUESTION

83% [Replay] [Pause] Back 15/18 Next

How do You Count Change? – Activity

A guest purchases concession items that total \$27.61. She gives you \$40.00. Start with pennies to count back the change to her.

Start Over \$27.61

SUBMIT

Select each coin and dollar to count back the change to the guest.

\$1.00 \$5.00 \$10.00 \$20.00

76% [Replay] [Pause] Back 14/18 Next

Steps to Count Change

When completing cash transactions, the POS system should always tell you how much change to give back to the guest.

However, if you accidentally put in that the guest gave you \$40.00 instead of \$40.50, you might panic or end up giving the guest the incorrect change.

Don't worry! There's a simple way to count back change by counting from the sale amount to the amount given by the guest.

- Start with the pennies to reach a multiple of 5 or 10.
- Use nickels or a dime until you reach a multiple of 25 - \$25, \$50, or \$75.
- Use quarters until you reach a dollar.
- Use one-dollar bills until you reach a multiple of \$5 or \$10.
- Use five-dollar bills until you reach a multiple of \$10 or use ten-dollar bills until you reach a multiple of \$20.

72% [Replay] [Pause] Back 13/18 Next

How do You Count Change? – Activity

A guest purchases concession items that total \$27.61. She gives you \$40.00. Start with pennies to count back the change to her.

Start Over \$32.61

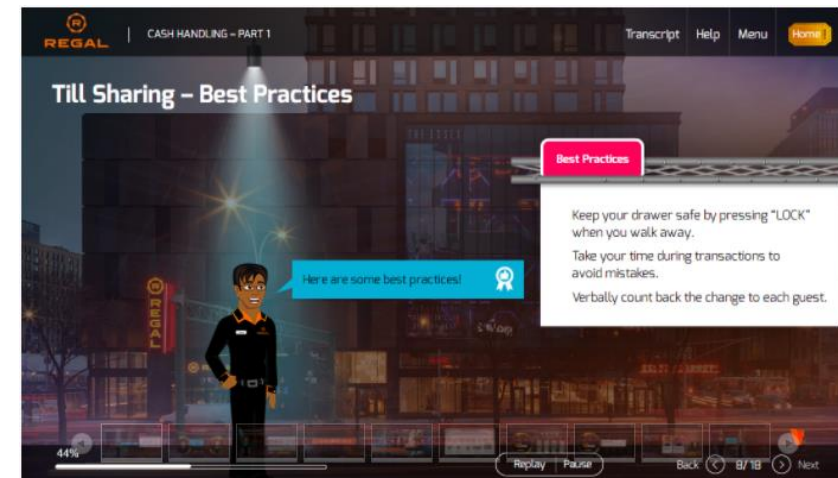
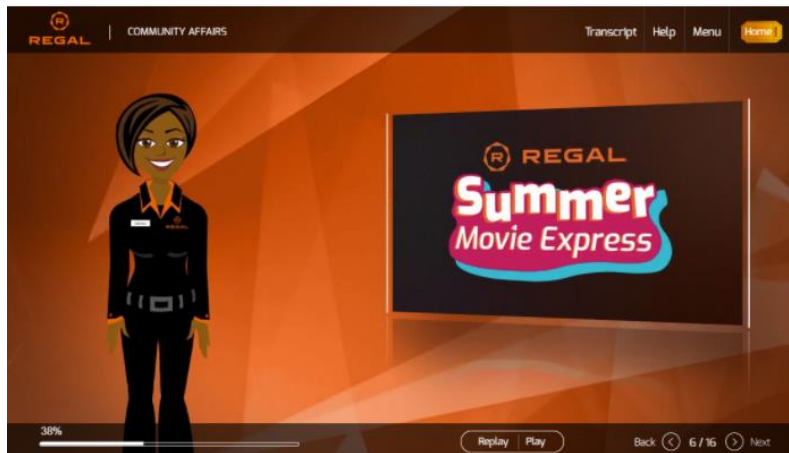
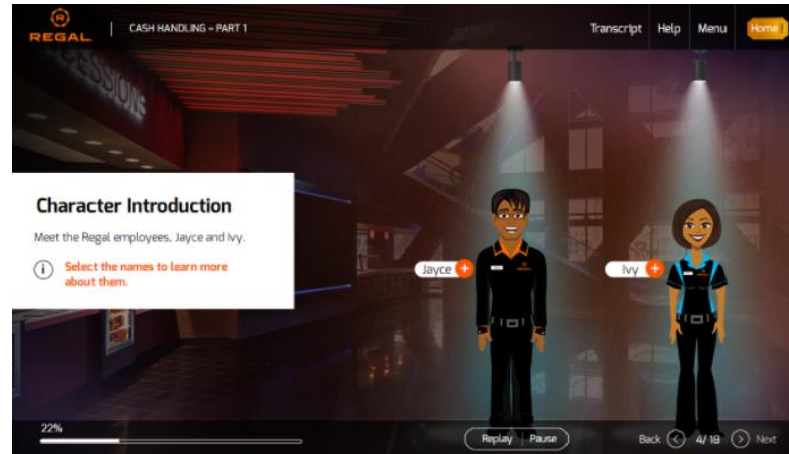
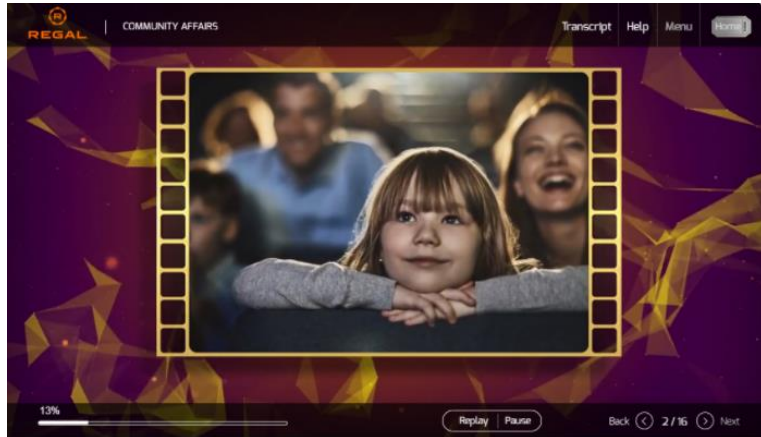
SUBMIT

Select each coin and dollar to count back the change to the guest.

\$1.00 \$5.00 \$10.00 \$20.00

That's not quite right.
Remember, start with pennies. Count to multiples of five.

76% [Replay] [Pause] Back 14/18 Next



A photograph of a theater interior. The foreground is filled with rows of red seats, some of which have small blue lights. In the background, a large white screen is illuminated, displaying the words "THANK YOU" in a stylized, orange, serif font. The screen is flanked by red curtains. The stage is visible in front of the screen.

THANK YOU