

Ticket Office Procedures Manual

aka: ticket office basics

Opening the Office:

- Lights On
 - far (west) switch is for office
 - close (east) switch is for stop sign light out on corner
- Sign in (with IN TIME) on computer
- Open safe (outer door and **top** inner drawer)
 - Remove cash drawer and red plastic folder (and any other deposit folders as needed)
- Close safe (**top** inner drawer and outer door)
 - Lock (be sure to twist dial)
 - Record OPEN info on Big Green Log Sheet
- Take cash drawer and red folder, etc back out to ticket office
 - Put red folder on James desk along with **journal** tape roll
 - Put cash drawer on counter
 - Take both sets of keys (small=4 keys and large bundle) out of cash drawer and place on counter
- Use long SKELETON KEY on large bundle of keys and place in cash register
 - Turn on cash register (red on/off flip switch is on right set)
 - Turn to **X/SI** and press **CLEAR**, then number **1**, then **CASH SALE/ NO TEND**
 - A long "**X mode**" receipt tape will run.
 - Place on counter
- Put cash drawer in cash register & close drawer
- Use small copper key in set of 4 small keys to open panels under ticket office counter.
 - The panels are numbered I, II, III, IV from left to right
 - But, it is easiest to remove them from right to left (west to east) - taking off the IV panel first, then III, etc.
 - Place panels, leaning against each other, on west wall (near counter phone)
- Place long skeleton keys of small set of 4 **KEYS** in cash register
 - Turn to **REG**
- Press **TEST** on BOCA #2 for OPENING TICKET
- Put large bundle of keys away in top drawer under BOCA #3 printer

Optometric Office Procedure Manual Sample

G Psacharopoulos



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