

① Prepare for Shift

Arrive 10 Minutes Prior to Start of Shift

Uniform

- ✓ Remove/change outdoor clothing. If applicable, hang up/store in **Volunteer Closet**.
- ✓ Personal belongings (purses, bags) can be stored in the **DVD Cupboard** next to the **Volunteer Closet**.



❶ Prepare for Shift (*continued*)

- ✓ Both volunteers wear same colour of collared shirt with logo; **OR** vest with logo and same colour of collared shirt underneath.
- ✓ Wear conservative dark pants or skirt (solid colour).
- ✓ New volunteers whose uniform is on order wear a **TCBA Volunteer Vest** (located in the **Volunteer Closet**) with a white collared shirt underneath.



🔴 Prepare for Shift (*continued*)

Dress Code Requirements

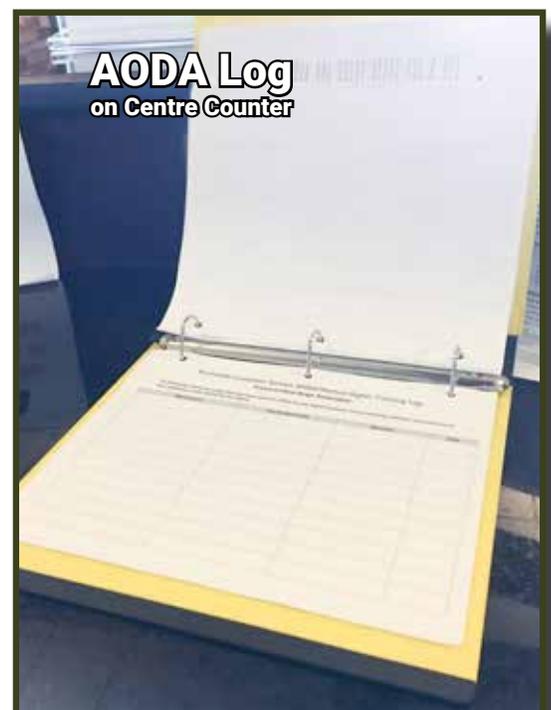
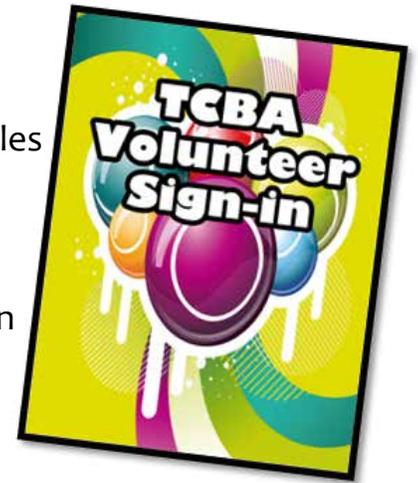
Dress Item	Required	Not Permitted
Pants	Conservative, dark pants or skirt.	Denim jeans, track pants, stretch pants, shorts, capri pants.
Shirt	Collared shirt with charity/NPO logo (same colour for all volunteers preferred); or Vest with charity/NPO logo and collared shirt underneath (all same colour preferred).	Tank tops, t-shirts, sleeveless shirts, scarves, sweaters, jackets, or anything that covers up the charity shirt or logo.
Nametag	First name of volunteer. Acceptable nametags include embroidery on shirt, pin, lanyard, or sticker. If nametag also has a highly visible charity/NPO name or logo, it is recognized as a logoed shirt.	
Hat	Only if specifically related to the charity identification (e.g., Shriner's Fez, Boy Scouts) or for religious or health reasons.	Any other hat. Baseball caps specifically are not permitted as they distract from a professional look.
Footwear	Footwear must be tasteful and appropriate to the role of the volunteer.	Flip-flops/beach footwear/crocs or similar footwear.

❶ Prepare for Shift (*continued*)

Sign-In

Charities receive \$\$ each time two of their volunteers complete a two-hour shift (a full share). Signing in proves that you were in attendance. If only one or no volunteers are present for their assigned shift, charities will receive an infraction for not having two volunteers in attendance and will also lose \$\$.

- ✓ The Sign-In Binder is located on the far right counter at Sales (rear-right corner of the bingo area). If you don't see it, ask Sales Staff to locate it for you.
- ✓ Locate the appropriate page (date) and the appropriate time slot (look carefully).
- ✓ Each volunteer must print legibly and sign for themselves.
- ✓ Retrieve the key for the lobby cupboards from the Sales Staff (located at the rear of the bingo area). Staff will ask for your keys in trade; this is to ensure that at the end of your shift, you don't leave with the cupboard key by mistake. Keep the key on your person or return to staff until required.
- ✓ Ask staff if there is anything, e.g. coupons, giveaways that you can help distribute.



AODA

- ✓ The AODA Log (binder) is located on the centre counter in the lobby. Volunteers must sign the AODA binder once. Only once. EVER.

❶ Prepare for Shift (*continued*)

If Your Co-Volunteer is a “No Show”

Clearly understand your charity/NPO’s procedure to be followed when your co volunteer is a “no show”. Ensure that you have contact information. Procedures may include:

- ✓ Contacting the co-volunteer
- ✓ Contacting your bingo coordinator
- ✓ Contacting a back-up volunteer

Posters/Marketing Materials

All charities/NPO’s are encouraged to have lots of marketing materials on site (pamphlets, posters, etc.). This ensures that customers/visitors are aware of the importance of volunteers and their charities at the gaming centre.

- ✓ If your charity/NPO has an individualized DVD video which plays while you are on duty, remove the General DVD from the player, place it on top of the player, and insert yours into the player. TV/DVD instructions are below.
- ✓ Find your charity/NPO’s 8½x11 poster in one of the large grey containers sitting on the counter just outside the Volunteer Closet. Posters are in alphabetical order.



① Prepare for Shift (*continued*)

- ✓ Find the appropriate “group” poster related to your charity, also located in one of the large grey containers. Choices include: Community Services, Education Enrichment, Health Care, Service Clubs, Youth & Teen Sports & Recreation.
- ✓ Slip both posters into plexi table-top holders. (These plexi-holders are located on one of the lobby counters or in the DVD Cupboard.)
- ✓ Place both posters on the counter of the Booth (formerly Lotto-booth) located between the ATM machine and VIP Room.



Information to the Caller

- ✓ Fill out the Caller Announcement by writing the name of your charity/NPO and the first names of your volunteers. If a trainee is shadowing you, write down their name as well.
- ✓ Place the Caller Announcement on the Caller’s desk without disrupting them if they are calling.

Caller Announcement

Please complete and deliver to the Caller at the beginning of your shift. First names only. PRINT NEATLY!

“We would like to thank you for coming out and supporting:

“A portion of the proceeds from this and every session directly supports 69 non-profit organizations.

Volunteers on duty now are:

1. _____
2. _____”

Trainees? _____

🔴 Prepare for Shift (*continued*)

TV/DVD Instructions & 12–2 pm Shift Setup

- ✓ **Retrieve the key** for the lobby cupboards from the Sales Counter staff (located at the rear of the bingo area). Staff will ask for your keys in trade; this is to ensure that at the end of your shift, you don't leave with the cupboard key by mistake. Keep the key on your person or return to staff until required.
- ✓ **Turn on the TV**  (on/off button located at bottom-right of TV).
- ✓ **Retrieve the two grey poster containers** from the right-hand lower cupboard (just outside the closet). Place both containers on the counter which is just outside the Volunteer Closet: they remain on the counter all day, with the last charity/NPO of the day returning them to the cupboard.
- ✓ **Turn on the DVD Player** which is also located in the right-hand lower cupboard.

Best practice for turning on...	Best practice for turning off...
1) Turn power on to the DVD player.	1) Turn power off to the TV via the lower right hand power button.
2) Insert a DVD and press play.	2) Eject DVD from player.
3) Turn power on to the TV via the lower right hand power button.	3) Turn power off to the DVD player.

- ✓ **What to do if the TV and/or DVD Player isn't working**
 - **TV is working with a video signal but new DVD video from Charity/NPO isn't playing:** The DVD video is most likely not compatible with the player. The Charity/NPO may need to save the project in another file format.
 - **The TV has power but no video signal at all:** The TV may be looking at the wrong input source. If you press the "Input/Select/Exit" button on the lower left hand side of the TV it will automatically cycle through all seven inputs looking for a signal. The TV will stop cycling when it has found a video signal. This process only takes about 30 seconds to complete.
 - **The TV keeps shutting off:** Unplug the power cord located near the bottom-left corner, just behind the TV. Wait 30 seconds, plug it back in.
 - **If the DVD still won't play, PLEASE let the Activity Coordinator know...** call 613-766-4585, text 613-583-7746, or e-mail ksteacy@cogeco.ca.

2 Welcome Customers

Before Start of Bingo Session

Open Doors & Greet Arriving Customers

This activity is done when bingo is NOT in session. You are the hosts: welcome customers as if they are guests to your home. You are often the first person a customer sees upon entering.

- ✓ One volunteer is positioned in front of the centre counter in the lobby; the other volunteer is in the side entrance vestibule near Sales.
- ✓ Open doors and welcome customers as they enter the building.
- ✓ First impressions matter. Smile sincerely and make eye contact! Say hello.
- ✓ If a customer seems to be struggling/juggling bags/coffee, etc., ask if they need any help. If assistance is requested, help carry their belongings.
- ✓ If a customer appears to be new, ask if they are new (if yes, see “Assist New Customers” below).
- ✓ Assist the customer with seating if you are asked.

Assist New Customers

- ✓ In addition to greeting newcomers to the Gaming & Entertainment Centre, introduce yourself as the host charity, and show them around the facilities.
- ✓ Point out the washrooms, snack bar, ATM, Geckos, Tap ‘n Play area, Lotto Booth.
- ✓ Escort them to Sales, and introduce them to staff as a new player(s).
- ✓ Help them find a seat; offer to help them get ready to play, e.g. rearrange cards in order of play; help with Gecko sign-on (don’t touch their Gecko screen, just instruct them).
- ✓ If you are unsure, ask your co-volunteer or a staff member to assist. Learn from this experience so that you can assist in the future.
- ✓ Let the customer know that if they need any help during the bingo session, you will be keeping an eye on them, and if they need any assistance or have questions, just to wave at you and you will be glad to help them. Check back with them periodically.

② Welcome Customers (*continued*)

Socialize

- ✓ 10 Foot Rule: Whenever you come within 10 ft of a customer, acknowledge them by either saying hello cheerfully, or by making eye contact with a smile and nod.
- ✓ Chat with individual customers if they start up a conversation with you.
- ✓ Tell customers about your organization if they ask. You can describe how your Charity/NPO spends the money raised and how our community benefits.

3 Call Back Bingos

During Bingo

Walk The Floor

- ✓ Walk the floor SEPARATELY (keep moving!); look for customers who may need assistance.
- ✓ Respond to client requests.
- ✓ Don't get involved in controversies, let staff handle.
- ✓ If runners are busy selling cards, they will eventually get to everyone. Do not wave down staff unless your customer is sitting behind a post and can't be seen.
- ✓ Ensure tables and floors remain clean and tidy, BUT always ask before removing anything.
- ✓ Greet customers who arrive mid-session.
- ✓ Take trays and dirty dishes to the Dish Tub Station, located near the washrooms; do not enter the kitchen.
- ✓ Playing bingo for customers is not permitted. If a customer asks you to play their cards, you can explain that you will help them get caught up when they return. This is accomplished by telling them which numbers have been called while they daub. The numbers will be lit up once they've been called so you just have to say "under the B these are the numbers that have been called". Then do the same thing for the balls lit up under the other letters (I,N,G,O).

Breaks

- ✓ If absolutely needed, take separate five-minute breaks behind one of the counters in the lobby. Breaks are taken during full card games as this is the point when there is a long pause prior to the next bingo being called. See ⑥ Breaks for optimal break times.
- ✓ Drinks are to be kept in the lobby out of sight of customers.
- ✓ It is expected that if you are only volunteering for two hours, you will not require a food break.

③ Call Back Bingos (continued)

Call Back Bingos

- ✓ Gecko bingos are called back first, then paper bingos.
- ✓ It is the customer's responsibility to yell "BINGO". Whomever is closer to the customer (staff or volunteer) will approach the player and call back the bingo.
- ✓ As you are walking towards the customer, keep one hand up so the Caller can see where the bingo is located.
- ✓ The Caller directs the "show" and will let you know when it is your turn to do the call-back. The Caller will look at you, and will call you by name or may refer to your current area of the Gaming Centre when it's time to call-back your customer's card.
- ✓ Be professional and courteous. Make eye contact with the customer to let them know you will be helping them.
- ✓ If you are near a customer who has yelled "BINGO" and the caller hasn't heard, you must yell, "Bingo Called!"
- ✓ If a customer retracts their call of bingo prior to you calling it back, the caller will still require that you to call it back, just to confirm it is not a good bingo.
- ✓ During all call-backs, look at one of the small TV monitors hanging from the ceiling to ensure your customer's bingo card is the one that has been checked by the caller... look for a matching pattern. If this is not your customer's card, when the Caller asks if there are any other bingos, yell "Bingo Here".
- ✓ Note that a "good" bingo appears as a green and white pattern on the monitor (one square will be blue or red, signifying the last number called). If it is not a "good" bingo, the pattern will be black and white. In this case, the caller will ask the volunteer to repeat the number several times until he/she is sure that the number has been correctly read, that the caller has heard the number correctly, and has input the number correctly into the system.
- ✓ Volunteers are not to accept any monetary tips from customers.
- ✓ NOTE: If a player yells "bingo" for another player who is absent from the table (washroom, Tap 'n Play, outside), you must wait until the absent player has returned to the table before calling back the bingo (1-2 minutes). The Caller will make the decision on how long to wait.



③ Call Back Bingos (continued)

For Bingos on the Gecko:

Make note of where the in-house microphones are before doing the call back. All Gecko wins are good as they are automatically identified by the computerized system. However, it is still the customer's responsibility to yell "bingo".

- ✓ Call back (loudly and clearly) the Gecko machine number located on the right side of the top green ribbon (above the large bingo ball). The caller will acknowledge that he/she has heard you, and will tell you to go ahead with the card number.
- ✓ The top left card on the Gecko is always the winning card as the computer system always places the card that has the best chance of winning at top left. Call back the last three (3) digits on the bottom right of the card. Call back the numbers one digit at a time. Say "zero" not "O".
- ✓ Stay with the winner until the caller says it's a good bingo.
- ✓ Winnings are electronically posted to the customer's account and shown on the Gecko screen. Confirm with the customer that they have received their winnings. Customers collect their winnings at the end of the session by taking their receipt to Sales.
- ✓ Congratulate the customer!



③ Call Back Bingos (*continued*)

For Bingos on Paper:

- ✓ Identify the winning card and note the card colour. Customers will point out the winning card for you to call back.
- ✓ Call back (loudly and clearly) ALL numbers located on the bottom right of the card. Call back the numbers one digit at a time. Say “zero” not “O”.
- ✓ The Caller will announce it as a good bingo if it’s good.
- ✓ Stay with the customer until the staff payout person arrives. This helps staff locate the winner.
- ✓ Congratulate the customer!

③ Call Back Bingos (continued)

Flashboard

The Flashboard is an important part of playing bingo as it gives customers information about the current game in play and a specialty game called Finish Bonanza. The Flashboard is divided horizontally into two sections.

The **top half** is only used for the Finish Bonanza game. Customers purchase cards for this specialty game, and then daub all of the 48 precall numbers displayed on the Flashboard, and then wait for the game to start half-way through the bingo session.

The **bottom half** of the Flashboard shows the current game in play. Numbers already called are highlighted in white. The last number called flashes on/off. The two small squares located bottom-left show how many numbers have been called and the pattern that the customer needs to win. The larger square above, shows the current number that has been called.



4 Maintain Cleanliness

During Bingo

Volunteers assist staff in keeping the Gaming Centre tidy by picking up used bingo paper, garbage, and cans/bottles, as much as possible.

- ✓ Remove customer refuse from playing areas. Always ask the customer before removing anything from the table.
- ✓ Take food trays and dirty dishes to the Dish Tub Station, located near the washrooms.
- ✓ Throw partially full drinks into garbage cans.



5 Socialize

During Intermission

Intermission is the time when customers are willing to interact with staff and volunteers as they are not concentrating on playing.

- ✓ Circulate the gaming centre in order chat with customers.
- ✓ If the opportunity comes up, let customers know who you are representing and what your charity/NPO raises funds for, and how the community benefits.
- ✓ Thank the customer for supporting your charity/NPO and the 69 other charities raising funds here.
- ✓ Continue to keep the area tidy. Always ask the customer before removing anything.

6 Breaks

During Full Card

- ✓ Take a five-minute break if needed. Always in the lobby out of view of customers, and always separately. Please see schedule below showing optimal break times.



EVENING
131011

1600 Bath Road, Kingston, ON 613-634-5527 www.treasurechestbingo.com

Bonanza 5:30 pm/Lighting 7:00 pm/Lickity Splits 6:15 pm

6:15-6:50 mini games

Amount (Max)	50/50 share
LICKITY SPLIT GAMES \$3.00 per strip (not in book)	1 LINE or 4 CORNERS EMPTY GLASS BLOCK OF 6 ANYWAY CRAZY "C" 1 LINE NO "FREE" LARGE NITE 1 LINE CRAZY "T" PYRAMID
CLUB SPECIAL \$1.00 per strip (not in book)	TOP 2 LINES or BOTTOM 2 LINES TURBO Challenge - Gecko only
LIGHTNINGS (5 Games) \$1.50 / book	2 LINES Milk
PAGE #1	1 LINE \$50.00 2 LINES \$100.00 3 LINES \$100.00
PAGE #2	1 LINE \$50.00 LETTER "L" \$100.00 LETTER "M" \$100.00
TREASURE CHEST SPECIAL \$1.00 per strip (not in book)	BELT BUCKLE \$50.00 60% of sales
PAGE #3	1 LINE \$50.00 CENTRE CROSS \$100.00 LETTER "H" \$100.00
SHARE THE WEALTH \$1.00 per strip (not in book)	BLOCK OF 9 FULL CARD \$100.00 60% of sales
DOUBLE ACTION .50¢ each (not in book)	2 LINES \$100.00 60% of sales

Play On Demand Games

XTRA GAMES Available Open to Close

Amount (Max)

SUPER JACKPOT
\$2.00 per strip (not in book)

2 TOP LINES \$100.00
FULL CARD in designated \$100.00
OPTIMAL BREAK TIME 30

INTERMISSION

PAGE #4

Letter "X" Progressive \$50.00
Yellow \$100.00
Won in designated number
4 POSTAGE STAMPS \$100.00

FINISH BONANZA
.50¢ each (not in book)

FULL CARD Progressive to 50¢ CONSOLATION \$50.00
OPTIMAL BREAK TIME 50% of sales

PAGE #5

2 LINES \$50.00
CRAZY "T" \$100.00
CRAZY "U" \$100.00
Pink

PLAYER'S PROGRESSIVE
\$2.00 per strip (not in book)

FULL CARD Progressive 33.3% of sales in 50 #s \$50.00
Consolation 33.33% of sales each session \$100.00
OPTIMAL BREAK TIME 50

PAGE #6

8 AROUND FREE \$50.00
PICTURE FRAME \$100.00
FULL CARD \$100.00
OPTIMAL BREAK TIME

Thank you for joining us on this special occasion. Have a safe trip home, and we hope to see you soon. Know your limit, play within it.

OLG

OLG Rules

The following rules apply, until amended or revised, to the Bingo Centre played bingo games. A complete set of game rules are available upon request by contacting the OLG at 1-800-387-0098.

- 1) This program is subject to Change.
- 2) No person under 18 years allowed to play.
- 3) Player must call "BINGO" loud enough for the caller to hear.
- 4) The last number called does not necessarily have to appear on the winning card.
- 5) All final decision will be done in accordance with OLG Policies and Procedures.
- 6) The number appearing on the monitor has to be called before it is valid.
- 7) For electronic bingo cards all balls called must be acknowledged on the play device.
- 8) All paper bingo cards must be marked with an ink dabber to be valid.
- 9) "BINGO" must be called before the caller announces "Game Closed".

LETTER "T"
B I N G O

LETTER "L"
B I N G O

LETTER "X"
B I N G O

NUMBER "7"
B I N G O

8 AROUND FREE
B I N G O

PICTURE FRAME
B I N G O

BLOCK OF 9
B I N G O

7 Lobby & Clean Up

After Bingo

- ✓ assist staff in preparing the Gaming Centre for the next session. Clean-up occurs after a session is complete, not during bingo.
- ✓ Keep in mind that Staff priority is selling cards.
- ✓ Note: Some customers leave personal belongings or daubers on a table to save a seat for the next bingo session. Please do not remove any of those items.
- ✓ If not busy, one volunteer goes to the Lobby and one helps staff with clean up.
- ✓ If the session has been busy, both volunteers help with the clean-up.

Lobby Duties

- ✓ Hold open doors for customers as they leave.
- ✓ Thank customers for attending and their support.
- ✓ Wish them a good day or night.
- ✓ Once the majority of customers have left, assist the second volunteer with session clean-up.

7 Lobby & Clean Up (*continued*)

Session Clean-Up

- ✓ Take trays and dirty dishes to the Dish Tub Station, located near the washrooms.
- ✓ Throw partially full drinks into the garbage can, located near the washrooms.
- ✓ Remove blue bins located under tables in main area and empty into the large blue bins, then return the blue bins to position.
- ✓ Collect, empty, and stack blue bins in “Gecko” areas.
- ✓ Clear and clean tables: use spray cleaner and cloths provided, on all tables after Budget and Late Night; all other sessions use when necessary, e.g. to remove ink, food remnants.
- ✓ Put chairs back in place.
- ✓ Log off any open Geckos.



8 Pack Up

After Shift has Ended

Store Posters/Marketing Materials

- ✓ Put posters/marketing materials away after assignment.
- ✓ Return nametag and uniform (if appropriate) to storage.
- ✓ Return cupboard key to Sales Staff.

Last Session of the Day (10:15 pm–Close)

- ✓ You may leave after cleanup is complete and most customers have left.
- ✓ Remember to turn off the TV and DVD, and lock up the grey poster containers and plexi-frames. The General DVD can be left in the player.

Important General Information

- ✓ All electronic devices are to be turned off and are not to be used... phones, games, MP3 players, etc. Any emergency calls should be taken in the lobby.
- ✓ Remain on duty for your entire shift. The only exception is the 10:15pm–Close shift... volunteers may leave when cleanup is complete and most customers have left.
- ✓ Volunteers may only be on duty for four hours per day (two bingo shifts).
- ✓ Give your bingo coordinator lots of notice if you can't attend your assigned shift... they are required to give the Association at least five working days' notice when returning a shift.
- ✓ Clearly understand your charity/NPO's procedure to be followed when your co-volunteer is a "no show". Ask your bingo coordinator.
- ✓ Volunteers are not to handle money at any time, e.g. purchase cards or pay for food orders for customers. If a customer needs assistance that involves money, refer staff to the customer.
- ✓ Customer service excellence is vital in acquiring and retaining customers. It is critical that charity volunteers provide consistency and support excellent customer service.
- ✓ Volunteers circulate the gaming floor separately and answer questions or provide assistance to customers as required.
- ✓ Each volunteer should be familiar with the layout of the Gaming Centre, including the location of all amenities such as the ATM, the washrooms, snack bar, lottery booth, Tap 'n Play, etc.
- ✓ Volunteers assist gaming centre staff with promotional events (e.g. hand out ballots or tickets).
- ✓ Volunteers assist players with information on programs, games, and promotions as needed.
- ✓ Volunteers redirect any negative customer service issues to a staff member for resolution.
- ✓ Volunteers need to be knowledgeable on where the charitable funds earned by their organization in the gaming centre are used to benefit our local community and will provide the information to customers if requested.

Important General Information (*continued*)

When Can You Play?

- ✓ You are NOT permitted to participate in any gaming activities (bingo, Lotto or scratch tickets, Tap 'n Play) during your assigned shift. Any abandoned coupons from customers are to be thrown out or turned in to the sales counter.
- ✓ If your assigned shift has ended but the bingo session is still in progress, you can only participate in gaming activities in the non-session room (Tap 'n Play/ POD) as long as you are not in uniform.
- ✓ Once the current bingo session has ended, you can participate in all gaming activities as long as you are not in uniform.

Inclement Weather

- ✓ Notify your bingo coordinator if you are unable to attend your bingo shift due to severe weather conditions (public alerts and weather warnings in effect).