

Summary of Roles and Responsibilities for Bingo Volunteers

Attendance Requirements

- At least two bona fide, trained volunteers who are at least 18 years of age must be present for each bingo assignment
- All volunteers must attend a training session prior to working their first bingo shift (unless you have previous training)

Dress Code

- Black or grey golf shirts with the SSO logo will be provided to the volunteer (until one can be provided a white shirt with a collar can be worn)
- Black (or dark) pants
- Wear comfortable footwear (open toe shoes, high heels and flip flops are not acceptable)
- NO Denim of any color, tank tops, sweat or exercise/yoga pants, brightly colored or patterned clothing, shorts or skirts, or clothing with excessive wear and holes. Hats are not permitted.

Arrival

- Volunteers should arrive no later than 10 minutes before the scheduled bingo assignment time. This allows for more time to replace a missing volunteer, to get ready for your shift or relieve the previous volunteers a little early
- Please remember to write your name in the sign in book located in the volunteer room as this is the only record of your attendance.
- Ensure you ask the volunteers you are relieving if there are any ongoing issues that need to be addressed

Cell Phones and Electronic Devices

- The use of cell phones during bingo assignments are forbidden with the exception of an emergency
- If you need to use your phone, please do so during breaks or tell your partner and go inside the staff room. You should also advise staff that you have an emergency that may require you to view your phone at a certain time. As long as it is not interruptive during your shift
- Do not keep your cell phone on you during your shift

Volunteer Room

- There is a volunteer room located to the right of the staff and lottery ticket area
- The room has a large glass wall to prevent theft, however it is advisable that you leave your valuables at home

Participating in Gaming Activities

- Volunteers are not permitted to participate in any gaming activities during their shift. You cannot buy lottery tickets or check lottery tickets during breaks.
- It is not advisable to play bingo or use the slot room before your shift; you may play after your shift is completed, but you should bring another shirt or sweater to wear to cover your logo.
- Volunteers are not permitted to play bingo for customers even if asked. You cannot recall a number they may have missed, or point out a missed number on their cards.
- You can assist customers at the beginning of games as to the order of their cards and assist in helping navigate purchases on Gecko machines. If you are unsure please locate a staff member to help.

Customer Service

- Welcome customers entering the building, open doors and if necessary assist in finding them a seat
- Remember to also acknowledge customers leaving the building
- Ask patrons with mobility issues if they require any assistance, ie helping carry food items to their table, moving chairs away to accommodate wheelchairs (this also includes any customer that needs a couple of extra hands carrying items to their table)
- Assist any newcomers to the building and be able to point out the locations of washrooms, ATM machines, food services, lottery area, promotional calendars etc...
- ALWAYS SMILE 😊

During a Bingo Session

- Each volunteer can decide to pick an area in which to work in, or work entire room together
- Walk through your section or entire room and also between the tables – keep moving
- You may stay stationary for a brief time, but always make sure you are out of the way of foot traffic and visible to patrons and staff
- Check to ensure you are not blocking the view of a customer when they are viewing the screens during a game
- Respond to customer questions and assist if necessary
- Clear off **USED** bingo cards from tables and from personal blue boxes; deposit in the appropriate recycle bins (try to make as little noise as possible and pick up paper after bingo number is called)
- Clear off garbage from the tables, recycling bottles and cans, place all garbage in the proper bins
- If garbage and/or recycle bins are full, change them and bring to the front door at the customer service desk. Let staff know there are bags to pick up at the door.
- Latex or non-latex gloves can be provided if necessary (must request ahead of time).

- Empty unused beverages in sink located in the back room, do not put liquids into garbage cans.
- Move chairs back in place if necessary and turn off unused Gecko machines.
- Eating is not permissible in the charity area; please eat either before or after your shift. If food is required, please take food into the volunteer room.
- Coffee and drinks (non-alcoholic) are allowed in the charity area. Do not walk around with a beverage in your hand.
- You may bring your own beverage or food with you, but it is advisable to purchase drinks at the hall to help promote concession sales.
- A small break is permissible, but only one volunteer at a time may take a break. Volunteers can take a break during session breaks, but it is advisable to clean the area of used paper and any garbage first.
- If someone yells bingo and the caller hasn't acknowledged, you may call out bingo to ensure the game is halted.
- When bingos are called move your way to the person who has called it, most will put up their hands, if you cannot find them, the caller will assist you. If there multiple bingos called please wait until you are notified to call out the winning number.

Bingo call backs

- Volunteers can call back winning numbers for both Gecko machines and paper.
- Ensure you are facing the caller booth, and up towards the microphones, call out numbers in a clear loud voice.
- Always remember to say zero and not "o".
- When the winner is on Gecko, say Gecko first and call out the entire number displayed at the bottom of the winning card.
- If the winner is on paper, call out paper and the colour and then call out the full number on the bottom of that card.
- Always ensure you know what game is being played and the color of the paper ahead of time.
- Gecko winners have their winnings deposited into their account directly.
- Paper winners require you to pick up a slip at the staff counter along with a flag and return both to the winner. The staff will pay out that winner.
- Remember to congratulate the winner and even thank them for contributing to the SSO
- Extra draws and Pocket Slots:
 - These are usually done by staff, however if they are not readily available you can assist in the call out of winning numbers.
 - Draws happen during bingo games; patrons are given tickets and ten are drawn; they are announced one by one during a game. When a customer has a winning

ticket they will yell “here” and if you are close you can call out the winning ticket to the caller to verify and a staff member will drop off a prize for them.

- Pocket Slots are special 50.50 tickets played during certain games; winners will call out pocket slots. Call out the full serial number on the back of the ticket. Move to another table and show another customer the ticket while you call out the numbers. If this is verified by the caller, wait for a staff member to take over for you.

Session Clean up and Last shift Clean up

- After a session ends the volunteers should clean up in preparation for the next session.
- As patrons leave be sure to say good bye to them.
- Volunteers should also ensure the area is as clean as possible for the next incoming volunteers
- Move chairs back in place, clear tables of used paper and garbage and turn off unused Geckos
- Always ensure customers have left the area you are cleaning.
- At the end of the night volunteers will be assisted by staff to clean up entire area, volunteers are required to clean any garbage, and paper, use buckets to empty beverages, put all personal blue boxes back to their respective areas, put chairs back in place and turn off Gecko machines.
- All organizations are required to participate in late night bingos, the SSO has two 10:30pm – 12:30pm shifts per year.