

People who play bingo are members of the community and are like, or could be, neighbours or family members!

Show up on time for your session

- ahead of time, 15-30 minutes if you're new and need to learn from the previous volunteers

Dressed to code

- white Waves logoed shirt
- dark pants/slacks
 - o Denver Hayes or dress pants are fine, black/blue/brown is fine
 - o no denim no matter how new, no leggings or yoga pants, no capris or culottes,
- closed toed shoes
 - o runners are fine – you're expected to get to the person calling bingo quickly)
 - o no heels or crocs or ragamuffin shoes

Sign-in and get name tag

- the sign-in binder is in the volunteer room at the back of the hall (south-west corner, or standing at the lunch counter looking at the players it's to the back left)
- print and sign your name and make sure the club's name is written down too
- hang up your coat (no one's going to mess with it, there's cameras throughout, but valuables are your responsibility – leave them in your locked car for safety)

Jobs:

1) Be nice and smile at people if they're open to it. They'll be nice back. Have a bit of fun!

2) Calling bingos:

- When a player calls bingo, locate them and get over there promptly
- When more than one person calls bingo, the bingo caller always wants to hear the GECKO's first (they'll repeat this often), then the paper form winners
- Electronic bingo machines are referred to as 'GECKO', like the lizard (no one knows why!)
 - On the GECKO machines, the winning bingo always appears in the upper left corner
 - They only want you to call the last 4 digits (although there are about 8). Say "GECKO 1234"!
 - The caller will verify the bingo and that's it, all monies are handled electronically on the players account – easy!
- Paper bingos are played on coloured cards (the edge is shaded, sometimes striped)
 - The caller wants to hear the colour of the paper, and the winning # - ALL digits at lower left corner of the winning card (the player will point it out or ask them, which one?)
 - The caller always says the colour of the paper at the beginning of the new game (but who listens, not me). The colour is listed on the program for the game being played, ask a hall worker for help in reading it. Or, when you're not sure, ask the player – what colour is that? They know!
 - Paper cards come in strips of 3, top, middle, and bottom.
There's one game called "Top/Middle/Bottom". When you call the colour and winning bingo number, also indicate if the winning card is in the top, middle, or bottom position, as it determines a larger or smaller prize. Get it? You will, and the caller and players will help you through. They know you're new at this 😊
 - Once the caller verifies the win, place a flag down in front of the winning player (I carry one around with me. You don't have to but yam gotta remember where to go back with the winning chit).

- v. Go to the counter (left side area) and the person there will give you a chit (winner's receipt) that you will take back to the winner (with a flag if not already placed) and place it under the flag. Then a hall worker will eventually catch up to the winner and pay them out. YOU don't deal with any cash at all. Grab another flag and get ready for the next winner. (Don't have to carry a flag around but you must remember where to go back with the winnings, otherwise...trouble).
- vi. If the prize is a big one, \$1000 or more, the winner will need to provide ID and sign the back of the bingo card – players know this. The very last bingo for the night is for \$1000 and the winner will report to the side counter with their card and ID to receive their winnings as a cheque. You're off the hook for delivering that one. I've had a \$10,000 and a \$16,000 winner, cool!

3) Clean-up

- a. People are paying plenty money to play bingo and we get around \$500 per session we staff, so....
- b. You are to empty recycle bins from time to time and take away food trays people are obviously done with. Ask if unsure. Also ask if they're done with what looks like used bingo cards (done with these? is this garbage?), no problem asking, don't want to throw out someone's unused bingo cars or winning broken tickets (people take care of those things well though)
 - i. I grab an unused recycle bin, go to the first full one, and replace it with the new one. Then, empty a few more bins into the one I'm carrying until it's full enough and then empty it into the bigger recycle bin at the side. Now do it again and again until everyone's caught up. THANK YOU
 - ii. The time to empty recycle bins is at break, or on a special game (Super Jackpot, Accumulator, not just a regular game) after the initial prize is won and now they're going for the full card win. The initial prize will take 2-3 dozen numbers, then the full card will take 50-60 called numbers, so that's the time to clean up. You don't have to hit every bin in the place, but this is one of your main jobs. The hall workers will help call bingos (if they're closer, it'll happen) but they won't be emptying any bins through their shift – they're mostly selling, or trying to.
 - iii. Take dirty food trays to the concession counter and place them on the shorter counter where they'll get picked up for cleaning – you don't clean them, c'mon! 😊
- c. If there's another bingo session after your one, the next volunteers will show up and relieve you. Tell them to have a good session, they're there out of the goodness of their heart for a good cause/charity.
 - i. If by chance the next volunteers DO NOT show up, you have a choice...
 - 1. You can leave as scheduled, no problem, no issues; or,
 - 2. You can stay and do the bingo. It'll be tough, but you'll get full credit for another bingo and the club will get another \$500. Consider it if it should happen. It's hero time.
- d. go to the washroom and wash your hands, they've been around a lot of stuff
- e. If you are attending the LAST bingo session of the night...
 - i. When the last bingo starts, pick up all the recycle bins and empty them and stack them where they get stored (2 spots in the hall, you'll see)
 - ii. When the last bingo ends,
 - 1. pick up whatever is left behind and recycle or garbage it, as appropriate
 - 2. a hall worker will have brought out a swill bucket to empty unfinished drink into
 - 3. hall workers will be wiping down tables, but you might be asked to help with that
- f. go to the bathroom and wash your hands, they've been around a lot of stuff tonight

NOTES:

You can ask for a cup with ice and fill it up with water from the cooler on the far end of the lunch counter. Much as you want. Or you can buy a soft drink You cannot have a beer. You cannot show up under the influence of alcohol or drugs. You must behave in a professional manner. You are representing the club and yourself – but your primary responsibility is to the club. Oh yeah, KEEP YOUR CELLPHONE IN YOUR POCKET OR BETTER YET IN THE CAR. Do not let the bingo caller or mgt see you on your phone or it may cost us a ¼ share (that's \$125).

Everything will be alright! CALL OR TEXT ME IF YOUR PARTNER DOESN'T SHOW UP (Rick 705-562-4267). THANK YOU!