

BINGO CHAIRPERSON

1. Volunteer position responsible for conduct and management of bingo event, including over-all supervision of staff, scheduling and assigning duties to volunteers; secure handling of cash, and completion of financial records.
2. Duties
 - a. Should be in attendance 45 minutes prior to cashier's commencement of sales.
 - b. Check bingo equipment with the Caller and a player to ensure it's proper operation. Verify the 46 numbers precalled for the Bonanza.
 - c. Ensure Licence, bingo program and house rules are posted prior to event.
 - d. Verify cash floats. Verify and sign for cards issued.
 - e. Ensure all volunteers and hired staff sign attendance record prior to commencing their duties.
 - f. Verify transfers from Cashiers, Bonanza Controller, and Satellite Game Controller. Transfer money as required to Paymaster.
 - g. Make up required floats and pass to Advisor for verification. Prepare cash for bank deposit and ensure placement in the safe for delivery to the bank.
 - h. Arbitrate complaints from the public. Settle any discrepancies in payouts after consulting with the advisor.
 - i. Ensure the necessary financial/inventory control forms are completed.
 - j. Retain duplicate control forms for the organization and give the originals to Association Representative.
 - k. Advise Alberta Gaming and Liquor Commission of any cheating or other irregularities.
 - l. Complete discrepancy reports as required.
 - m. Ensure that all volunteers are aware that minors are prohibited from playing bingo or being in the hall during bingo events, if someone suspects that a player may be under-age it should be reported to Chairperson or Advisor.

Pull Tickets Duties

- a. Witness the issue of the float and new pull ticket units to the paid pull ticket sellers.
- b. Count and sign off the revenue received from pull ticket sales from paid sellers.
- c. When the unit's sales have been completed ensure the deposits are made in accordance with the process stated for bingo deposits.
(Subsection 12.1.5 and 12.1.6)

BONANZA CONTROLLER

1. Volunteer position responsible to distribute bonanza and satellite cards to sellers and receive monies from sales.
2. Duties
 - a. Must be in attendance 30 minutes prior to cashier's commencement of sales.
 - b. Verify the number of cards received with the Advisor and Bingo Chairperson. Issue floats to sellers and receive returned floats. Make sure sellers initial control sheets for float in and out.
 - c. Allocate aprons, indicator cards, and bonanza and satellite cards. Make corresponding entries on control forms. Make sure sellers initials for cards received.
 - d. Ensure that all sellers' names are recorded accurately on Bonanza and satellite sheets provided.
 - e. Receive and verify cash / cards from Sellers and make corresponding entries on control forms. Ensure that sellers write explanation for differences over \$10.00 on the back of the control form.
 - f. Record cash on transfer sheet and transfer to Chairperson as necessary.
 - g. Complete control forms for reconciliation of cards.
 - h. Verify the number of cards returned to Association
 - i. Clean-up bonanza area. Make sure aprons are hung up and indicator cards are put away.
 - j. Ensure all control forms are signed.
 - k. Complete discrepancy reports as required.

PAYMASTER

1. Volunteer position that reports to the Bingo Chairperson and is responsible to supervise awarding of prizes to players.

2. Duties
 - a. Should be in attendance 15 min. prior to cashier's commencement of sales.

 - b. Be available to help special games sellers until bingo starts.

 - c. Verify and sign for cash transferred from Bingo Chairperson.

 - d. Transfer prize(s) for each game to Prize Runner to be awarded to player(s). Ensure that the Prize Runner initials the Paymaster's sheet for the money received.

 - e. Record all cash prize payouts on the payout sheet.

 - f. Obtain winning cards for all special games as well as prizes of \$500.00 or more. Winning cards must have the winners name, address and phone number. Give all winning cards to the Advisor to be kept with original paper work.

 - g. Complete and sign necessary control forms.

 - h. Transfer all cash at conclusion of event to the Bingo Chairperson

 - i. Complete discrepancy reports as required.

LEAD SELLER

1. Volunteer position assigned to be the liaison between volunteers on the floor and Chairperson.
2. Duties
 - a. Must be in attendance 30 minutes prior to cashier's commencement of sales.
 - b. Sell Bonanzas and satellite cards
 - c. Instruct sellers as to their duties. Ensure break times adhered to.
 - d. Introduce yourself to the Caller.
 - e. Ensure that the volunteers are circulating at all times. Make sure that the sellers are not running on the floor.
 - f. Ensure that no one is loitering in front of the washrooms and that volunteers not congregating in groups.
 - g. Ensure that the Transmitter Volunteers return to the centre of the hall.
 - h. Instruct all volunteers to be friendly and courteous
 - i. Inform Chairperson or Advisor if there are problems.
 - j. Organize and help with clean-up.
 - k. Ensure that all volunteers are aware that minors (anyone under the age of 18) are prohibited from playing bingo or being in the hall during bingo events. Bring it to the attention of the Chairperson or Advisor if they suspect someone may be under-age.

PRIZE RUNNER

1. Volunteer position responsible for paying prize money to bingo winners.
2. Duties
 - a. Must be in attendance 30 minutes prior to cashier's commencement of sales.
 - b. Be alert to the number of winners when bingo is called and be sure to verify with the paymaster the correct colors for payout. Ensure that you have initialed the Paymaster's sheet on receipt of the cash to be paid out.
 - c. Record the total number of winners and the number of sapphire, gold, emerald, ruby and royal winners on the Money Runner's Sheet.
 - d. When paying prizes make sure to count the prize money to the winner(s). **DO NOT PLACE THE MONEY ON TOP OF THE CARD THEY ARE PLAYING.** Place the money beside the cards.
Smile and congratulate the winner.
 - e. For major prizes over \$500.00, the cards must be signed on the back with name, address, and phone # of winner. Return the winning card to the paymaster.
 - f. Always return to the payout window after prize(s) have been paid.
 - g. Be available to help special games sellers until bingo starts.
 - h. Help with clean-up after Bingo.
 - i. Minors (anyone under the age of 18) are prohibited from playing bingo or being in the hall during bingo events. Report to the Chairperson or Advisor if you suspect someone may be under-age.

VERIFIERS (2)

Volunteer position responsible to verify the card number on the winning card.

Duties

- a. Receive instructions from floor coordinator and help distribute digi2 machines to customers until bingo starts.
- b. Will be instructed by the Caller on the use on the transmitter.
- c. Does not sell bonanzas while Bingo is in progress.
- d. Go the closest winner immediately bingo has been called and make sure a checker is with you.
- e. Verify that the checker has the proper color indicator card held up. (Sapphire, gold, emerald, ruby and royal) Digi2 winners to be identify by holding up the orange bingo indicator card as well.
- f. Once all bingos are verified give out good neighbor cards to:
 - i. winner
 - ii. checker of the bingo
 - iii. left side of winner
 - iv. right side of winner

NOTE: If a customer feels that they are entitled to the cards, give them one. If they win on a good neighbor card it makes money for the club.

- g. Go to the next bingo if required. After checking all bingos return to the center of the hall.
- h. When bonanza is in play one verify is to be at the stage to escort the bonanza winner to the cash office for payout then help with clean up. The second verify shall be available to assist with the digi2 machines.
- i. Sell bonanza cards before 6:15 and at intermission, if required.
- j. Help with clean-up.
- k. Minors (anyone under the age of 18) are prohibited from playing bingo or being in the hall during bingo events. Report to the Chairperson or Advisor if you suspect someone may be under-age.

SELLERS/CHECKERS

1. Volunteer position responsible for the sale of bonanza and satellite cards to players and accountability for cash from sales.
2. Duties
 - a. Obtain and sign for float from/to Bonanza Controller.
 - b. Obtain and sign for cards from Controller for sale to players.
 - c. Return and count cash and unsold cards to the Controller. (Bonanza & Satellite)
 - d. Checking bingos is priority. We cannot continue until these winners are verified. Go to the closest winner immediately when a bingo has been declared. Hold the proper color indicator card in the air facing the caller.
 - e. **Stay with the winner after the card has been verified, until he/she is paid by the prize runner** and until all good neighbor cards have been handed out.
 - f. Empty ashtrays on request from the Lead Seller. Do not empty pails with ashes into garbage cans.
 - g. **DO NOT LOITER IN FRONT OF THE GLASS ENCLOSURE OR IN FRONT OF WASHROOM ENTRANCE.**
 - h. Circulate throughout the hall. You will sell more bonanzas/satellites if you are circulating. When selling bonanza/satellite cards do not run from one customer to another.
 - i. When taking a break (meal or washroom) leave your apron with the Bonanza Controller.
 - j. Be courteous and friendly.
 - k. Help with clean-up on instruction from the Lead Seller.
Do not empty the ashtrays into pails with garbage.
Remove garbage bags from bins, tie securely and take out to back exit.
 - l. If there is a late night bingo event, some people may leave their cigarettes, dauber, etc. on the table when they are at the concession or buying cars prior to the second bingo.
DO NOT REMOVE THOSE ARTICLES; only remove used bingo sheets and food wrappers.
 - m. Minors (anyone under the age of 18) are prohibited from playing bingo or being in the hall during bingo events. Report to the Chairperson or Advisor if you suspect someone may be under-age.

SPECIAL GAMES CONTROLLER

(OPTIONAL)

1. Volunteer position responsible for assisting the Chairperson throughout the event.
2. Duties
 - a. Must be in attendance one half hour prior to cashier's commencement of sales.
 - b. Assist Chairperson in verifying cards issued.
 - c. Organize Volunteers and ensure that they have signed the attendance record prior to commencing their duties.
 - d. Assist Chairperson with verification of cash transfers.
 - e. Assist Bonanza Controller with rolling coin, cashing in sellers and preparing cash transfers.
 - f. Ensure that all volunteers are aware that minors are prohibited from playing bingo or being in the hall during bingo event. If someone suspects that a player may be under-age it should be reported to the Chairperson or Advisor.
3. Position used for training of new Chairperson in cash office procedures.

SPECIAL GAMES SELLER (3)

1. Volunteer position responsible for the sales of special games. (Double Action, 64Baseball, and Pay Me 10 Times)
2. Duties
 - a. Must be in attendance 30 minutes prior to cashier's commencement of sales.
 - b. Obtain, verify and sign for float and cards from the advisor.
 - c. Sellers will stay at the special games table until bingo starts. Sellers will then take all cards and cash and circulate, attending to customers as needed.
 - d. Checking bingos is priority. We cannot continue until these winners are verified. Go to the closest winner immediately when a bingo has been declared. Hold the proper color indicator card in the air facing the caller.
 - e. **Stay with the winner after the card has been verified, until he/she is paid by the prize runner** and until all good neighbor cards have been handed out.
 - f. Each seller will count and return cash and unsold cards to Advisor before each game is played.
 - g. Clean up area
 - h. Minors (anyone under the age of 18) are prohibited from playing bingo or being in the hall during bingo events. Report to the Chairperson or Advisor if you suspect someone may be under-age.