

## THE TGCA FEE ASSISTANCE INITIATIVE (FAI)

### Bingo shift guidelines and outline of duties

Thanks so much for your interest in the TGCA fee assistance initiative!

Part of the TGCA's purpose is to facilitate and increase our members' quality of life and well being. One of the ways we do this is by offering opportunities for parents of children in TGCA-approved youth programs - sport, arts and other- to work shifts here at the centre at the bingo nights, which are on Sundays and Tuesdays each week.

**Please note: You must be a TGCA member to participate in this initiative.**

Below is a description of the what you can expect from us, and what is expected from you.

Whatever your view of bingo, people are coming to play because they enjoy it. Our role is to make them want to come back and play again by making their experience as enjoyable as possible, so please smile and have fun!

#### Beginning of your shift

Your shift begins at 4:45 and ends at 9:30 pm.

When you arrive at the hall, please sign in on the sign in sheet located at the Bonanza room (thru the double doors at the back of the Main Hall). You will be assigned a role for the evening by the Bonanza/Eagle Controller. It may not be the position you want but it is where we need you.

#### FAI Bingo Shift Worker Roles and Responsibilities

You may be assigned any of these roles, so please familiarize yourself with these outlines before you arrive for your shift, if at all possible.

*Radio position* – responsible for verifying the card number on the winning bingo card.

Go to the bingo office and tell them you are the Radio worker

Sell Double Action and additional special game #2 for a \$1.00 each from 5:00 pm – 6:15 pm

At 6:15 you will be relieved of this job and sent to retrieve apron from Bonanza/Eagle control room and to pick up your radio from the caller.

When bingo is called, go to the closest winner immediately and make sure a seller is with you. You will radio the free space number of the winning bingo card to the caller. The caller verifies the bingo is

"good". Make sure the seller has the proper colour indicator card held up. (White, Red, Green, Yellow (Gold) or Blue). These colors determine how much money a winner receives.

Once all regular bingos are verified give out "good neighbour" cards to the winner - left side of winner, right side of winner. If the winner is on the end of a row, go across the aisle to the closest person sitting there or to the person in the next row behind the winner.

Go to the next bingo winner, if required.

*Runner position* - responsible for paying prize money to bingo winners.

Go to the bingo office and tell them you are the Runner

Sell additional special game # 1 cards for \$1.00 each from 5:00 pm – 6:15 pm

The paymaster will give you an apron at 6:15 pm when you move to outside the window you were just selling from. Be alert to the number of winners when bingo is called and be sure to verify with the paymaster the correct colours and number of winners for payout.

For regular bingo games only record the total number of winners and the number of White (Super), Red (Bonus), Green (Triple), Yellow (Gold - Double) or Blue (Single) on the Runner's Sheet. Don't worry, the paymaster will show you how this sheet works.

When paying prizes make sure to count the prize money to the winner(s). Place the money beside the cards. Smile and congratulate the winner.

For bonanza consolation and prizes over \$500, the cards must be signed on the back with name, and phone number of winner and get their receipt when instructed. Return the winning card and receipt to the paymaster.

*Bonanza or Eagle Seller* - position responsible for the sale of Bonanza or Eagle cards to bingo players and accountability for cash from sales.

Please move quickly to the customers. A customer holding money in the air wishes to buy Bonanza cards for 50 cents per card. A customer holding a white piece of paper in the air wishes to buy Eagle cards for \$1.00 per strip of 3.

Bonanza/Eagle Controller will give you a float of \$30 that you use until your seller job is finished, then return float to Bonanza/Eagle Controller.

Bonanza/Eagle Controller will dispense cards from Bonanza Room for sale to bingo players.

When you sell all the cards dispensed to you, return to the Bonanza/Eagle Control Room. There will be a cardboard box with your name on it, sitting on the counter. Put all your money in that box EXCEPT for your float (the float stays with you until sales are cut off). The Bonanza/Eagle Controller will dispense more cards. This continues until sales are cut off.

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 (White, Red, Green, Yellow (Gold) or Blue) in the air facing the caller. If you are unsure, the radio person coming to verify the card will tell you which color to hold up

Stay with the winner after the card has been verified, until he/she is paid by the runner and until all good neighbor cards have been handed out.

**Circulate throughout the hall.** You will sell more cards if you are circulating.

The Bonanza/Eagle Controller will have made a dinner schedule for you. It is usually on the counter by your money boxes. When it is your dinner time, give the Bonanza/Eagle Controller your apron for safe keeping while you are having dinner. Remember you have 20 minutes. When you are finished dinner, come back, pick up your apron and head back to the floor so the next person can go for dinner. Don't forget to give the canteen cashier your food voucher.

When sales are cut off, return to the bonanza control room and count unsold cards and tell the Bonanza/Eagle Controller the count. Return all money including float at this time.

**All roles:** Clean off tables throughout the evening. Make sure to only take completed garbage cards and not playing cards. Always ask if you can recycle the papers before removing them, and then put paper in recycling bins and garbage in garbage containers.

Please be courteous and friendly.

## Rules

Participants in the fee assistance initiative are prohibited from consuming liquor, being under the influence of liquor or using illicit substances. If you smell of liquor, you will be sent home and your cheque cashed.

Cell phones are to be muted and/or on vibrate. Use of your phone is limited to your break time only, unless there is an emergency.

Chit workers are not allowed to play bingo on their shift, but they may assist a player that needs to use the washroom by daubing their cards until the player returns.

Please work quietly, and visit with your coworkers during your break or after bingo.

## **Breaks**

Please leave your apron with the Bonanza/Eagle Controller when taking a dinner break or using the washroom.

Dinner breaks are 20 minutes and scheduled by the Bonanza/Eagle Controller. Breaks are taken after 6:15 pm only. One (1) complimentary food item (ie. Chicken fingers and fries) and a "bottomless" beverage cup is permitted per FIA shift. Please present your voucher to the canteen cashier, upon receiving your dinner.

## **End of Shift**

On the last regular bingo page (series 8) programs are to be gathered and returned to the containers in the lobby on the wall by the bingo cashier's windows. Ball signs are to be picked up and brought to the bingo office windows.

When bingo is finished, the tables must be cleared of paper and garbage. Paper goes in the recycle bins and garbage goes in garbage containers. The garbage bags are pulled out of the containers and taken out the loading dock doors and thrown in the garbage dumpster, garbage containers are collected and stacked by the Exit close to the bingo caller cage.

The recycle bins are NOT emptied but are wheeled and set in a neat fashion by the Exit close to the bingo caller cage.

Please do your part. Everyone gets out sooner when everyone pitches in.

When the garbage is taken out and bins stacked neatly and set by the exit, you are finished for the evening.

Don't forget to sign out on the Volunteer Sign in Sheet with the Bonanza/Eagle Controller at the table closest to the bingo office in the main hall and please pick up that evening's postdated cheque at the same time.

**Thank you for being part of our team and helping us have a successful bingo!**