**West Kelowna Warriors – 50/50 & Customer Service Instructions for Game Night/Day**

**50/50 – 6 PEOPLE**

* Arrive at 630pm
* Proceed to the West Kelowna Minor Hockey office.
* Receive instructions from your 50/50 leader.
* Any children accompanying you must have a game ticket.
* Minors are NOT permitted to sell tickets
* Only people selling 50/50 tickets with vests on are allowed to enter through the Zamboni entrance.

**Ushers/Customer Service – 3 PEOPLE**

* Arrive 1 hour early at the Pass Entry Doors (right doors) of RLP.
* Sign in at the front table and receive a customer service jacket.

**HELPFUL HINTS for Customer Service:**

* Treat all fans with respect.
* Deal with problems professionally, if problem keeps occurring find Alex Draper or security only if needed.
* Guide fans to their seats.
* Remind fans to keep their feet off the seats.
* Stop fans from going up or down aisles during play.
* Always stand at the top of aisle.
* No sitting in stands or leaning on railings.
* If puck is shot into stands check if everyone is alright.
* In non-alcohol sections enforce all rules.
* Smile and have fun with all your fans.
* Any children accompanying you must have game tickets.
* At end of game, please return jacket

**THANK YOU FOR VOLUNTEERING!**