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

**50/50 – 6 PEOPLE**

* Arrive 1 hour early.
* Proceed to the West Kelowna Minor Hockey office.
* Receive instructions from your 50/50 leader.
* Any children accompanying you must have a game ticket.
* It is a condition of a gaming licence of Class B that its holder may:
	+ - **Sell lottery tickets to minor only if:**
		- the minor is 13 years of age or older, or
		- accompanied by an adult who is apparently the minor’s parent or guardian and who consents to the sale, and
		- allow a minor to sell raffle tickets on the holder’s behalf, at not more than $5 a ticket, if the minor does so only as a volunteer.
* Only people selling 50/50 tickets with vests on are allowed to enter through the Zamboni entrance.
* 1 group of sellers (2 people) will be placed at the table by section 117 for the evening (pls note groups are welcome to rotate if they wish). This will allow fans to always have a place to purchase tickets if they cannot find those groups moving about the arena.

**Ushers/Customer Service – 3 PEOPLE**

* Arrive 1.25 hours early at the Pass Entry Doors (right doors) of RLP.
* Sign in and receive a customer service jacket.
* Alana & Richard will meet you at the Sign In Table. They will introduce you to Shawn Moore the Volunteer Coordinator. Shawn will give you instructions.

**HELPFUL HINTS for Customer Service:**

* Treat all fans with respect.
* Deal with problems professionally, if problem keeps occurring find Shawn Moore 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 to Alanna or Shawn at ice surface entrance.

**THANK YOU FOR VOLUNTEERING!**