

PARKLAND BINGO ASSOCIATION CLUB PERFORMANCE GUIDELINES

Customer relations – remember customer is number one, be polite and courteous at all times, please and thank-you go along way. Don't forget to SMILE. Be prompt when responding to players with their hands up.

Keep walking at all times, customers will request cards as you pass, don't interrupt their concentration with a sales pitch.

Keep socialization between workers to a minimum, no loud talking or other noises amongst yourselves.

Do not congregate in groups. Keep spread out evenly on the floor throughout the event.

No food or drinks on the floor. Use designated areas only. No blowing bubbles or snapping gum while working the floor.

Cell phones are not allowed on the floor. If you need to leave yours turned on, please give it to the chairperson and you will be notified if a call comes thru. Use for emergencies/on call only

Aprons are to be properly worn throughout the entire event, except when you are leaving the floor, i.e. bathroom break or lunch break

Pay attention to the caller at all times

Volunteer club must have a minimum of 8 workers who are at least 18. Minimum age of ushers is 16. Minimum age of office volunteers is 18 years.

Let the chairperson know immediately of any cash discrepancies, you will be taken off the floor and your float and tickets balanced before restitution is made to customer

Let chairperson know immediately if you notice anyone not playing bingo, inebriated or sleeping.

Always count money out when paying customers. Never make change out of your own personal pockets.

No smoking is permitted in the building at any time.

Incase of an emergency there are alarm buttons located in the cash cage for you to push. (DO NOT push to see if they work cause they really do.)