

BINGO SESSIONS

MON-THURS

12:30PM & 7PM

FRIDAY

12:30PM

7PM

10PM

SATURDAY

12:30PM

3:45PM

7PM

10PM

SUNDAY

12:30PM

3:45PM

7PM

UNIFORM POLICY

PANTS

- dark, conservative, slack style
- no yoga, denim or sweat style
- no shorts or skirts

TOPS

- collared shirt with charity logo

-or-

- vest with charity logo and collared shirt
- no tank tops, t-shirts, sleeveless shirts, scarves, sweaters or jackets that cover the charity logo

NAMETAG

- must include first name
- appropriate name tags include embroidery on shirt, pin or lanyard

FOOTWEAR

- must be tasteful and appropriate to the role of the volunteer
- safety should be considered

COMPLIANCE PENALTIES

5 PENALTIES

- late volunteer - 1/4 share loss
- no volunteer - full share loss
- only 1 volunteer - 1/2 share loss
- out of uniform - 1/4 share loss
- failure to adhere to roles and responsibilities - 1/4 share loss

VOLUNTEER ROLES AT A GLANCE

BINGO WORLD & GAMING NEWMARKET

1230 Kerrisdale Blvd
Newmarket ON
L9Y 8Z9

Charity Coordinator
Nichi Aikins
nich@ncga.ca
705-791-2956



NEWMARKET
CHARITABLE GAMING
ASSOCIATION



THANK YOU FOR VOLUNTEERING

You are making a difference in your community. Your roles and responsibilities at Bingo World & Gaming Newmarket provide direct funding to your organization and enable them to provide much needed programs and services in our community.

You are with friends. If you have any questions or concerns during your assignment, please do not hesitate to speak to the staff member.

All revenues that are earned in the Centre benefit our charities. Considering joining us to play! It will help build strong customer service, as well as having a positive impact on charity revenues.

ARRIVAL/DEPARTURE

- Sign in to the logbook
- Read any notices posted on the bulletin board
- Be ready and in uniform for your start time
- Sign out at the end of your shift

GREETING

- Stand near entrances and welcome customers as they arrive
- Open doors and be friendly
- Walk new players to the sales area and introduce to staff
- Thank players as they leave for supporting your charity

DURING BINGO SESSION

- Customer Service is key!
- Keep atmosphere clean, discard of used cards and trash
- Assist with promotions when asked hand out/collect ballots
- Work as a team with the staff

DURING INTERMISSION OR DOWN TIME

- Help customers with gaming products as needed
- Keep atmosphere clean and tidy by pushing in chairs, removing garbage etc.
- Speak to customers about your organization & how they use their gaming funds

VOLUNTEER DO'S & DON'TS

VOLUNTEERS MUST:

- be 18 years or older
- arrive on time, ready to work and stay for the duration of your shift
- be in uniform
- sign in to the charity logbook at the beginning of your shift and sign out at the end
- assist players as needed
- assist with keeping the environment clean and tidy
- assist with promotions as directed by staff (handing out/collecting ballots, conducting draws etc.)
- redirect any negative customer feedback to staff
- be knowledgeable on where the charitable funds earned in the centre are used in the community

VOLUNTEERS MUST NOT:

- purchase products or engage in any gaming activity while on assignment, including participating in draws or promotions in the centre
- handle any cash
- play bingo cards for customers
- smoke while on assignment
- eat food in view of customers, drinks are acceptable, but must be kept in discrete location
- use personal electronics, ie: phone or tablet
- attend assignments while under the influence of drugs or alcohol