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Sam Menasha	Version 4.0	10-13-18

Consolidated Bingo Procedures

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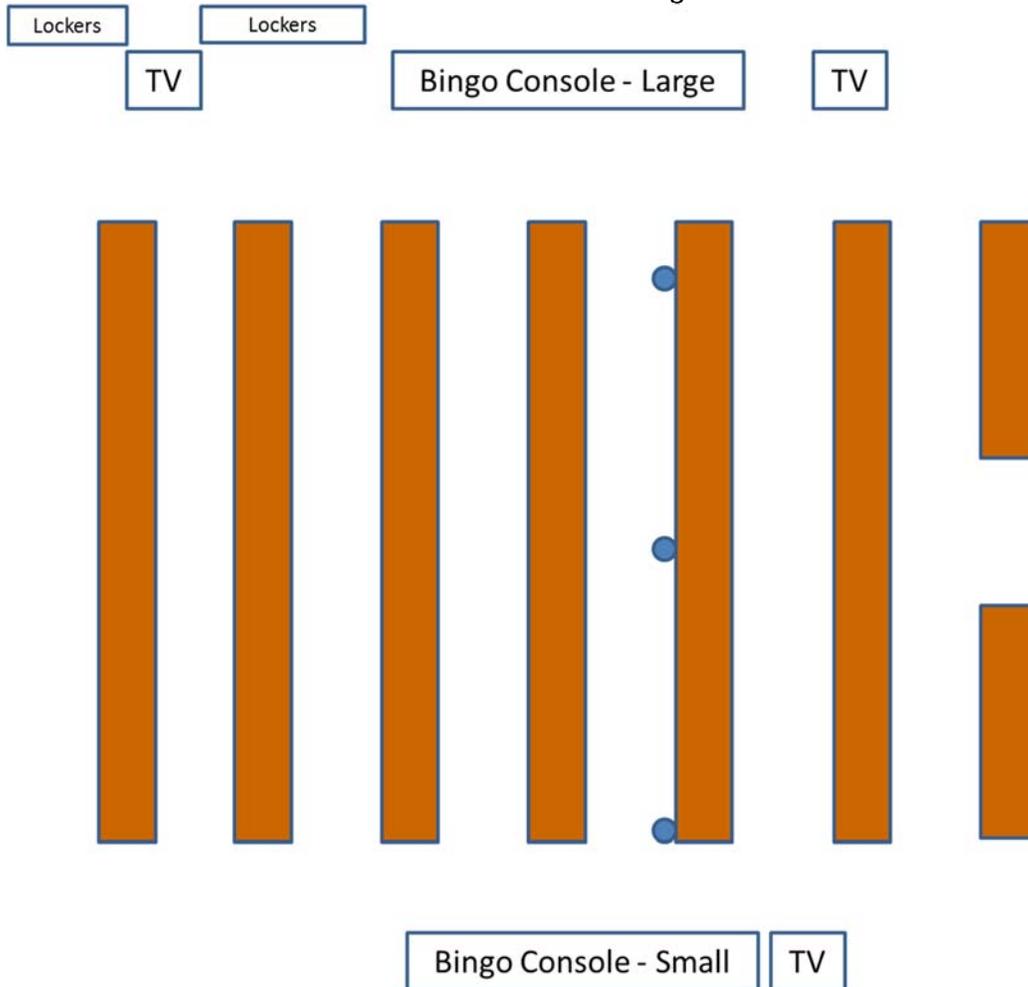
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Bingo General Guidelines

- All staff must sign in when they arrive at Bingo. If the sheet is not ready, the Team Captain will bring it to you later.
- The 4:30 workers (except for the kitchen and the back office workers) must setup the Bingo hall per the following before starting their regular jobs:
 - The downstairs cafeteria as shown in the diagram below:



- The bingo equipment needs to be pulled from the bingo room, and setup including plugging in power, and cable or the Bingo signal.
 - A new row of tables need to be setup in the middle of the cafeteria.
 - Space out the rows of tables so that the patrons have space to walk in between.
 - Put two of the little clear garbage bags on top of each table.
 - The garbage cans need big black garbage bags put in them if they don't have one.
 - Extra chairs need to be put in the chair holding rack.
- The upstairs auditorium needs to have the following work done:
 - Put away the chair holders that in the front of the auditorium in the art room.

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- ii. Put two of the table holders into the corridor next to the art room. Stack them on top of each other. Put the other two in the art room. You can push the tables aside to make space.
 - iii. Put black garbage bags into the trash cans if any are missing, and bring them down from the stage and separate them and put them around the hall.
 - iv. Setup the tables in the entry way, two for the strip sellers, 1 for the raffle seller, and one for the coffee.

3. The lottery does not allow people to come into Bingo and watch for the night. Therefore, all players must purchase their own package of strips; they cannot share a package with another player. Example: It is not allowed for two people to purchase a 12 package and then share that package. Because they would receive a Pink 12 Attendance Ticket and they cannot share the attendance ticket. For every player who plays bingo they must have their own Attendance Ticket and it must agree to the package they purchased. No exceptions.

4. We start selling when the team has enough workers to start selling the strips in the lobby area. The tables must be open by 5:00 pm at the very latest.

5. The lobby tables are set up as follows with the packages face down NOT FACE UP:

6. The worker who sells the daubers is also the person who sells the raffle tickets.
 - All dauber money goes into the dauber box. Do not mix Dauber and Raffle money.
 - They should sell raffle tickets and keep the raffle money in raffle box. While the worker is selling raffle tickets they should be separating them.

7. Once Bingo starts, the front sellers should:
 - Wait 5 minutes, then break down and bring everything back to the office.
 - Re-stock the strip cart and the dauber cart for the next team. The last team did it for you so please do it for them.
 - Take a break to eat and rest for 10 – 15 minutes, then go back to the Bingo office and get strips or raffle tickets to walk around with to sell to the Patrons.

8. At the long Intermission Break: the Captain along with any available workers will call the winning tickets for the raffle drawing and door prizes.
 - Raffle Tickets - The prizes are 3 packets of \$5 scratch tickets. The break-down of the prizes are: 1st prize: 7 tickets; 2nd prize 5 tickets; 3rd prize 3 tickets.
 - Door Prizes - The door prizes consist of 10 winners of \$20.00 each, which totals \$200. The Lottery has a \$200 door prize limit that can be given out at any bingo.
 - End of Month Drawing - At the end of the month we do an additional drawing called Month-End Drawing. The prize is \$150 in cash and it is drawn from the losing raffle ticket stubs.

9. After the intermission, the 4:30 workers MUST help the kitchen clean up and prepare the kitchen for the following week. After this is done, the 4:30 workers must check with the team captain before they sign out and leave.

10. All Charity game winners are to be called by the Team Captain, the Member In Charge, or the Book Keeper.

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11. Bingo starts at 6:45pm and is considered gambling by the State Lottery, therefore no one less than 18 years of age can be in the hall, kitchen, bingo room, charity room or any place in the school. Parents cannot have their children in the school if they are working Bingo.
12. Workers must keep their noise level during Bingo to a minimum, especially the call back people and anyone in the kitchen.
13. Because we want everyone who works bingo to be attentive to the patrons, we are asking that cell phones not be used during bingo except to check in on your family. The use of cell phones is distracting to the workers and patrons and can cause problems during the games. iPads, and Laptops are not allowed.
14. If a player calls bingo after the game has be officially closed and the error is due to a worker not calling it in time, then the person will receive payment of what they would have won if they had called bingo within the time frame of being a joint winner for the game. Example: Person who calls bingo in a joint win with one other player and our worker doesn't acknowledge the win before the game is closed; they would be paid their portion as if it was called in time and considered "breakage" for the banker.

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Kitchen Set-Up & Guidelines

The kitchen is normally staffed with two or three team members. You are expected to arrive at 4:30 PM.

4:30PM to 5:00PM

During this time, there are different duties and activities that must be carried out in a timely fashion. The kitchen duties, basically, should be followed in the order listed below:

- 1) From the “Bingo Room” ask for the kitchen cash register and take it with you to the kitchen.
 - In the Bingo room you will also find a key to unlock all Bingo cabinets.
- 2) From the Bingo room, also get all the different items you will need such as:
 - a. Coffee Urns
 - b. Hot water Urn
 - c. Milk containers
 - d. Hot dog machine
 - e. Water dispenser
- 3) Get ONE pound of coffee and a coffee filter. Put the coffee filter into the basket and put all the coffee in the filter and push the TWO POUND brew button. Make sure the water is at least half way up the glass tube, and the temperature gage is all the way in the RED. If the coffee was not turned on to heat, turn on the circuit breaker, and turn the knob on the coffee maker to boil. Setup coffee in urns for the kitchen and for the upstairs lobby. Once the coffee is made, make sure to turn off the coffee maker and the circuit breaker so it has time to cool for cleaning.
- 4) If there are no fresh hot dog rolls, locate some in the Bingo freezer, take out a package and place the opened bag on the counter near the stove.
- 5) Next take out the plastic utensils, paper goods, sugar, cups, all condiments, tea bags, and the chips’ display, etc. Please take the time to organize all these items neatly on the front counter. Note, however, that all condiments should be placed on a separate table to the left of the hot tea service area. Cookies, crackers and chocolate bars should be placed together in a tray and also placed on the front counter.
- 6) Set up hot water for tea for the kitchen by filling urns with hot water from the coffee machine. The upstairs lobby will also require cups/sugar/milk/stirrers and a bag so customers can throw out any trash. Please see a captain for further assistance in necessary.
- 7) Get several bags of ice from the Bingo freezer. Break up the ice by dropping the bag a few times on the counter NOT the floor (this is improper handling of food). Fill the orange water cooler with cold water. Place the cooler and some cups on the front counter next to the coffeepot. Place the broken ice into a tray along with a large serving spoon next to the water.

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- 8) From the Bingo freezer, take out one package of hot dogs. Start with 8 hot dogs and Cook them in the hotdog cooker. Add more as needed but try to minimize the left overs at the end of the night.
- 9) Around 5:00 PM, the pizza, and sandwiches should arrive:

Pizza: Keep pizza in the red warmer bags. Categorize the pizzas, put the boxes into the bags, and place bags on the counter with the correct label. If necessary or requested, warm-up slices in the microwave for approximately 20 seconds. Please use gloves to handle the pizza and avoid using your bare fingers.

Sandwiches: Are cut in half already. Sell each half as a sandwich. Keep them wrapped until ready to sell.

Important: If the food does not arrive by 5:15, let the Member in Charge know.

If it is summertime and it is warm in the kitchen, there is a fan switch on the wall to the right of the stove, under hood. This helps to keep the kitchen cool. You can also open the windows, but make sure to close them at the end of the night.

5:00 PM to 7:00PM

At around 6:45 pm, the first Bingo game starts.

- 1) Depending on the weather, that is, during the summer time, you should refrigerate any food that may go bad if left out.
- 2) Perform a general cleanup of the counters and refill/restock anything that needs requires it.
- 3) Start making popcorn around 6:45 and place into the brown/white bags. See the "Operating the Popcorn Machine" for instructions on making popcorn. When ready to sell, ask the Team Captain for a worker who can walk around and sell the popcorn. You should keep making popcorn as long as it is selling and they are asking for more.

After Intermission - Cleaning and Closing the Kitchen

Once the 10 minute intermission is over, you can start the process of cleaning up the kitchen:

- 1) All items that were taken out should be put away; please be sure that they are well organized. The condiments, etc. should be placed back in the refrigerator. Any rolls should be put into the freezer.
- 2) Clean and FULLY dry the coffee and hot water urns. Clean the coffee machine by draining all excess coffee and running clear water through it until it comes out clear again. Please be sure that all coffee grounds have been washed and wiped out of the machine. Clean, dry, and Place the three large urns back the Bingo Room. Don't forget the urns from the upstairs lobby.
- 3) Leave out the water cooler, and any ice left. Do not put more ice out towards the end of the night. Just leave what is there.
- 4) The popcorn machine must be cleaned thoroughly in order for it to function properly. Let the popcorn machine cool off for at least 15 minutes. Use a little food safe detergent to

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clean the inside/outside of the popcorn machine as well as inside the kettle. Empty tray of un-popped kernels. Wash tray, measuring cups, scoops, etc. Move the machine to clean under and around it. Put kernel tray back in place. Put measuring cups, scoop and the popcorn ingredients back in the popcorn cabinet; do not leave them out on the counter or in the machine.

- 5) Wash the front, middle and back countertops, and the tables using a cleaning detergent. Sweep the floor and trash anything not usable.
- 6) Take an inventory count of all items that we are running low on or that we ran out of and write them down on the Kitchen Inventory worksheet. Give the completed sheet to the Member in Charge.
- 7) Count the money in the cash register and total up on the cash counting sheet. Have the second kitchen worker count and verify the amounts. Place the money in the zippered bag marked "Kitchen" along with a completed money counting sheet. Bring the cash drawer to the Bingo room. Any questions about money throughout the night should be directed to the Book Keeper.
- 8) Lock all the cabinets and close any kitchen windows that you may have opened. Shut off the stove's fan and stove if it was turned on.
- 9) Let your team captain know that you are done and if you may leave.

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Operating the Coffee Machine

(These instructions pertain to the industrial size coffee machine located near the sink)

1. Upon arrival, check that the large black knob has been placed in the BOIL position. If not, immediately turn the knob to BOIL. You will now need to monitor the temperature gauge until the needle is within the solid red zone (approx 1 hour). Once it is, the machine is ready for brewing.
2. Once the needle is within the solid red zone, locate the coffee filters and coffee from the appropriate cabinet/box. Take ONE filter and two 1-pound bags of coffee. Lift the right cover on top of the coffee machine, take out the wire basket. Place the filter into the basket first, add the coffee, return the basket into the machine and replace the cover. Press the button labelled 2 pounds to start the brewing process. If only one pound of coffee was used, then press the one pound button. The amount of available brewed coffee is indicated via the vertical glass tube on the right.
3. Normally, two bags of coffee are brewed however, depending on the weather (e.g. hot summer night) you may only need to brew one pound of coffee.
4. You will also notice a second vertical glass tube on the left. This indicates how much hot water is readily available. If this is below half way, there is an oval shaped knob in the cabinet on the right under the coffeemaker. Turn this on and it will dispense water into the machine. However, you must monitor this very closely as the machine could overflow with water. The overflow will run out of the metal spout located at the lower left hand corner of the coffee machine. Set a timer to remind you to shut the water off.

Cleaning the Coffee Machine

1. Start cleaning the coffee machine by draining all excess coffee. Thoroughly clean the inside by running clean water through it until the water comes out clear again. Wipe the inside of the coffee maker to clean out any coffee grinds left over. Please be sure that all coffee grinds have been washed out of the coffee machine.

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Operating the Popcorn Machine

Recipe:

<i>3 OZ of oil</i> <i>12 OZ of popcorn kernels</i> <i>1 Teaspoon of Falvocol</i>
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Instructions

1. Measure out the oil per the chart below.
2. Turn on the kettle, stirrer and lamp.
3. Pour the oil into the kettle and preheat the oil for 4 minutes (use your cell phone as a timer) The oil will smoke as it heats up so you might want to open a window.
4. While the oil is heating up, measure out the popcorn and put the Flavacol on top of the popcorn.
5. After the oil has heated for 4 minutes, gently lift the kettle's lid, pour all ingredients in and, gently lower lid.
6. Measure another batch oil and have ready for the next batch while the popcorn is popping.
7. Stay close to hear that all kernels have stopped popping
8. Rotate lever and empty out freshly popped kernels
9. Use scoop, fill bags to top and place in box to be carried around for selling.
10. Repeat the same process as above, but **ONLY LET THE OIL PREHEAT FOR 2 MINUTES** is less then at the start since the kettle is already hot.

Popcorn Machine – Cleanup

1. Let the popcorn machine cool off for at least 15 minutes.
2. Use detergent to clean the inside/outside machine and the kettle.
3. Empty tray of un-popped kernels. Clean tray, measuring cups, scoops, etc. Move the machine to clean under and around it. Place all cleaned items back in the popcorn cabinet, do not leave these items in the machine or on the counter.

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FAQ's

Below are some FAQ's about running the kitchen followed by the answers.

Q. I can't find something, what should I do?

A. Keep looking and make sure that it is not misplaced in another cabinet. If you determined that we do not have it, let your captain know and it may need to be purchased (e.g. hot dog rolls). If so, keep the receipt (in the money envelope) and make a note of the situation.

Q. I can't find cups or coffee, what should I do?

A. Cups are stocked in the Bingo room or the hall closet upstairs. This closet is located on your right just before you enter the hall upstairs. There should be boxes containing cups. Coffee is also stocked in the Bingo room..

Q. A customer wants to give me a check to buy some food, should I take it?

A. No. The kitchen does not accept checks; kindly ask the customer to come back with cash.

Q. Some customers keep taking too many plates, napkins, forks, etc. what should I do?

A. Don't leave too many of the essentials on the front counter within reachable distance to the customers and offer to give a plate, napkins, etc. when you are serving their food.

Q. I have cleaned up the kitchen and will be closing soon, but I still have food unsold, what should I do?

A. What you should never do is sell them at a discount to the Bingo players. Doing so will only teach the players that they can wait until the end of the night to buy food at a lower price. If you have any food left over, leave it and the Member In Charge will take care of it.

Q. I have a comment, a suggestion, or a complaint, who should I bring it to?

A. Discuss it with the Member in Charge.

Q. Is there anything else I should know?

A. Yes. Keep in mind that we are all volunteers, working as a team and our Bingo service is part of our contract with the school. The kitchen is an important element of Bingo so do your very best to keep the customers happy. Also, keep in mind that the kitchen is also being used by the school kids. In fact, our kids use it five days a week while Bingo uses it one night a week; thus, keeping the kitchen clean and taking care of the equipment is not only a good thing for Bingo, it's a requirement for our kids if we want them to have a clean kitchen.

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Bingo Team Captain

1. Each Captain is to set an example for their team members and arrive no later than 4:30 pm. Captain should not leave once they arrive to do errands for Bingo, if something is missing or needs to be purchased the Captain should speak to the MIC to determine how to handle the issue. The captain should be available to all workers for the night and may need to fill in where needed.
2. Set up Bingo equipment on the stage upstairs and make sure everything is working correctly. Turn on the sound system and press "B" for Bingo. Open the audio cabinet downstairs and turn the knobs to the "B" marks. Check microphones to make sure cordless microphones are working both upstairs and downstairs.
3. The Captain is responsible to run Bingo as smooth as possible, any lottery questions or issues should be deferred to the Member-In-Charge or Bookkeeper.
4. Each Captain should make sure their team members know what their job responsibilities are for the night.
5. The Captain should make sure they have recorded attendance of all who have arrived to work and anyone late or a no show should be noted and relayed on to MIC. They should make sure that workers are in attendance and the following areas are manned:
 - Two people in the Kitchen
 - Three people to sell Charity pull-tab tickets
 - One Prize Settlement Worker
 - One Deposit Table Worker to work in the Bingo Room for the night
 - One Banker to track and give out prize money to winners.
 - Five people for the front lobby tables to sell strips, raffle tickets/daubers. (Once cashier, one handing out the Bingo strips, one for 50/50's and one for the Progressive strips, and one for the raffle/dauber. The money for raffle and dauber must be kept separately. The raffle person should remember to tear the tickets as she sells them.)
6. Walk around throughout the night and make sure everyone is doing their jobs and especially that sellers are selling. Teamwork for everyone is critical, and it's not fair to let some wander off while others are doing extra duty.
7. If there are issues that occur in the course of the night and they are related to the Lottery, the Captain should seek assistance from the MIC or the Bookkeeper.
8. Throughout the night work with the Charity Ticket Banker and call all the winner numbers as boxes of pull tab tickets are sold.
9. Intermission Break (approximately 8:15): During the break is when you draw the Door Prizes and Raffle prizes. At the end of the month you will also have a third drawing for the Month End Drawing.
 - After the break is done the tickets in the bowl are thrown out. After the Month End Drawing, the box is emptied. Assign someone to collect the remaining raffle tickets for the next Month End Drawing.
10. Shut-down of Bingo:

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- Everyone must help clean up after Bingo is over.
- All garbage to be collected off of tables and thrown out. Extra unused bags and cup holders should be collected and put away for reuse.
- Before shutting off all the lights (don't forget hallways and any upstairs rooms used) make sure that no patrons are still waiting for rides. The Captain should not leave if patrons are still waiting to be picked up.

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Charity Room Banker (CRB)

The Charity Room opens at 4:30 p.m. to when the books are closed and settlement is completed.

1. Setup:

- Retrieve the following from the Charity Room Cabinet:
 - Charity Games located in the locked cabinet
 - Charity Room supply box
 - Charity Computer
- Four Charity Ticket Sellers (CTS) are assigned on each team to sell tickets.

2. Finished Games - Jackpot and Prize Announcements:

- The Team Captain or the Member In Charge is responsible for announcing all Jackpots and prizes. The CRB will ask to make announcements throughout the night on prize levels, # tickets remaining, etc. **Note:** Completed ticket sales should be confirmed before a prize is announced.
- **Immediately upon opening a new box of tickets, write the box serial number on the Game Card.**

599's

- Verify that all tickets have been sold
- Verify the serial number on the card matches the box serial number
- Open 'Option A' on game card and have a patron (without a hold card) scratch the card.
- The Team Captain will announce the serial number and winning number.
- Find the winner and confirm the serial number on the winning ticket matches the serial number on the Game Card.
- Winner receives a prize of \$599.
- Record winning information in Charity Log File
- Staple winning ticket to game card and file.

\$1.00 Hot Hots

- Verify that all tickets have been sold
- Verify the serial number on the card matches the box serial number
- Open the \$300 under window labeled 'Open First' and have a patron (without a hold card) scratch the game card.
- The Team Captain will announce the serial number and winning number.
- Find the winner and confirm the serial number on the winning ticket matches the serial number on the Game Card.
- The Winner then chooses one of eight bonus windows to open
- If they don't get the Jackpot, give winner \$300 plus additional consolation prize listed (which is either nothing, or \$10).
- Team Captain should announce the serial number again and which window number the Jackpot was under, what the winner picked and what they won.
- If the Jackpot is hit, have the bookkeeper make out a check for the total prize less the taxes to the winner if the bonus is more than \$200.
- If the Jackpot is not hit, carryover the current Jackpot amount +\$200 for each new box that is opened.
- Record winning information in Charity Log File
- Staple winning ticket to game card and file.

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Speedballs

- Verify that all tickets have been sold
- Verify the serial number on the card matches the bag serial number
- Open the \$150 window and have a patron (without a hold card) scratch the game card.
- The Team Captain will announce the serial number and winning number.
- Find the winner and confirm the serial number on the winning ticket matches the serial number on the Game Card.
- Winner receives a \$150 prize.
- Record winning information in Charity Log File
- Staple winning ticket to game card and file.

Horse Race

- Verify that all tickets have been sold
- Verify the serial number on the card matches the box serial number
- This game is played as part of a bingo game and there are two winners. The first winner matches their number to the first ball that is pulled by the caller during the assigned Bingo game. The second winner has a “horse” number that matches the first column on the bingo board to be filled.
- The team captain will pay out the prizes.
- Record winning information in Charity Log File
- Staple winning ticket to game card and file.

Stinger

- Verify that all tickets have been sold
- Verify the serial number on the card matches the box serial number
- This game is played as part of a bingo game and there is one winner who matches all the bingo numbers on the card. They will yell “STINGER” and the call back person will call back the numbers on the card to the stage caller who will check if it’s a winner.
- The team captain will pay out the prize.
- Record winning information in Charity Log File
- Staple winning ticket to game card and file.

Troll

- Verify that all tickets have been sold
- Verify the serial number on the card matches the box serial number
- This game is played as part of a bingo game and there is one winner who matches all the bingo numbers on the card. They will yell “TROLL” and the call back person will call back the numbers on the card to the stage caller who will check if it’s a winner. The callback person will need to let the caller know how many “TROLLS” are on the card since they act as wilds.
- The team captain will pay out the prize.
- Record winning information in Charity Log File
- Staple winning ticket to game card and file.

3. Unfinished Charity Games (boxes that do not sell out by end of night):

- Count up remaining tickets and bundle in 20’s.

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- Record the total number of unsold tickets on the top of box with count, date and CRB initials.
- Have someone walk around with the game card and pen to gather up signatures for hold tickets so that players with 'hold ticket' will sign the card next to the number.
- **Note:** Speedballs - Do your best NOT to leave any unsold speedball tickets. If you have a few that remain, make an announcement that there are #' speedballs left. The tickets must sell.

4. Settlement and Deposit:

- Settlement will not take place until after intermission, providing that ticket sales are slow. If ticket sales are strong, the room should remain open until things slow down.
- Once it is determined to start settlement, the Captain should be notified and a 'last call for charity tickets' should be announced.
- When settlements are completed, check to make sure the Summary page is completed and if there is a difference that can be explained, it should be listed under comments.
- The cash is to be counted, and tallied on the money count sheet. The money and counting sheet are to be given to the DTW (Deposit Table Worker) and they will verify the deposit and attach a bank deposit slip to the envelope and put it in the deposit night bag.

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Deposit Table

The deposit table opens at 6:30 and your job is to prepare the game prizes and the bank deposits for the night.

1. Prepare game prizes for all games. Band the money and write the amount and the game number on the band for each game.
2. Give 10 \$20 bills to the Book Keeper for the door prizes.
3. Verify the money count on each drawer from the Prize Settlement worker.
4. Review all checks to make sure they are signed, dated, and NOT over \$100 and NOT from anyone on the "bad check" list.
 - Make sure to stamp the back of all checks
 - Put all checks with the game bank deposit.
5. By the end of the night you should have done the following:
 - Roll all coins
 - Collect back the \$100 that was given to the Charity Banker at the start of the night.
 - Collect any extra breakage money from the Game Banker and verify the breakage amount.
 - Prepare all deposits with bank deposit slips listing coins, cash, and checks separately. Have the deposit amount verified by another person.
 - i. CHECK THAT YOU ARE USING THE CORRECT DEPOSIT BOOK!
 - Put each deposit into a pouch and write the total deposit on the bag. Sign and seal the pouch, and have the Book Keeper or the Member in Charge sign the pouch as well.
 - Fill out the Bingo Weekly Collection Sheet.
 - List any discrepancies or comments on the end of the night sheet.

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Prize Settlement

The Prize Settlement job starts at 5:30 and runs until the progressive game has been finished and all game sheets have been printed. Your job is to change out the drawers from the front cash register per the schedule below and fill in the game tracking spreadsheet to calculate the various prizes for the night.

5:30	Retrieve Drawer #1 and put the money from Drawer #2 in the front cash register. Count all the entry tickets and enter amounts in the spreadsheet. Count all money and enter the amount in the spreadsheet. If there is any discrepancy between the amount of money that should have been taken in and what was actually counted,, notify the book keeper. Print the spreadsheet for the drawer and initial the page.
5:50	Repeat above with Drawer #2
6:20	Repeat above with Drawer #3
6:45	Retrieve Drawer 4, 50/50 drawer, and Progressive Drawer 1) 50/50 – count and record 50/50 sheets returned. Prep \$10 banks and strips for 2 seller 2) Progressive – Count and record Progressive sheets returned. Prep \$10 banks and strips for 2 seller 3) Drawer 4 – Count tickets and enter amount in spreadsheet. Count money and enter amounts in spreadsheet. Adjust amounts on the game sheet (typically games 23 – 25). Amount in Orange Box under game 26 should be equal to or slightly above the amount in the orange box titled “games 16-26” Give amounts to the deposit table Worker and to the Banker (Write amounts on the Bingo sheet) 4) 50/50 – count and record money in drawer 5) Progressive – count and record money in drawer
During game 10	Go find the 50/50 sellers and ask them to come in. Count and record sheets and money returned by sellers. Go to “game sheets’ and record the amount under “50-50 game” on the bingo sheet. SEND THE SHEET UPSTAIRS TO THE CALLER!
During game 12	Go find the Progressive sellers and ask them to come in. Count and record sheets and money returned by sellers
Dauber Money	Second count the Dauber money. Enter total in the “end of the night” sheet.
Raffle Money	Second count the Raffle money. Enter total in the “end of the night” sheet.
During Games 14/15	If the winning ball is called during the progressive coverall (games 14/15), change game 15 on the “game sheet” to \$0.00
Save Excel file	SAVE OFTEN! After you are done with above, save one more time. Print out “game sheet”, “backup” and “end of night report”. Write your initials on the end of night report
On down time	Second count for any office workers or assist with other tasks as needed.

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Other job descriptions:

Charity ticket seller:

The Charity ticket seller job starts at 4:30 and they are to help setup as per the “Bingo General Guidelines” once done with setup, they report to the Charity ticket Banker to be given charity tickets to sell. They must be selling tickets by 5:00. There should be at least 3 charity ticket sellers per team.

Here are some general guidelines:

1. All of our tickets cost \$1 each
2. Instant winning charity tickets that we sell can be exchanged for either money, or more tickets.
3. We do not accept charity tickets from other bingos.
4. We accept checks as forms of payment, but NOT from people on the bounced check list. Make sure you have this list with you at all times for reference.
5. Your goal is to sell as many tickets as possible. You will be on your feet, running around for most of the night so dress appropriately.
6. Try your best to give tickets to whomever asked for them first. The patrons see it as bad if you skip whomever asked first.
7. When selling after Bingo starts, please do not interrupt the Bingo playing by being loud, but still walk the rows and quietly make the patrons aware that you are still selling tickets.

Casher:

The Cashier job starts at 4:30 and they are to help setup as per the “Bingo General Guidelines” once done with setup, they help bring the strips, cash register, daubers, raffle tickets etc... upstairs and set them up for sale at the entrance. The Cashier will run the cash register to sell the regular Bingo packets. They also provide the patron with the larger half of the entry card that matches how many strips the person bought. Each person in attendance will only get 1 attendance card. If someone is buying strips for multiple people, they can get multiple attendance cards. Selling must start by 5:00, but can start earlier if the volunteers are ready. Here are some general tips for running the cashier:

1. The register is pre-programmed with the charges for the different Bingo strip prices. You push the button for the amount of strips the patron is buying, then enter in the amount of money they are giving you, and then it will calculate how much change to give to the patron.
2. There is a list on the register of people who we cannot accept checks from. If you do get a check, please check this list before you accept it.
3. Keep the drawer open, and do not close it. It will slow you down to close it.
4. It might help to keep the half of the entry card you keep in a small bowl instead of in the cash register as they might clog the register causing the drawer to lock.
5. When taking money, before you put the money into the appropriate place in the register, keep it ON TOP of the drawer until you hand the change to the patron. That way if there is any confusion on how much money they gave you, The money is still on top of the register

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6. The paper tape is useful if you have a question with a patron on how much they gave you, how much change you gave, or how many strips they got charged for. If it gets too long, you can rip it off and throw it out.

Strip/packet seller:

The Strip/packet seller job starts at 4:30 and they are to help setup as per the “Bingo General Guidelines” once done with setup, they help bring the strips, cash register, daubers, raffle tickets etc... upstairs and set them up for sale at the entrance. The Strip/packet seller will give patrons the Bingo strips they purchased from the cashier. Patrons get only as many strips as they purchased. If you are confused on how many strips they purchased, please check the entry card that the cashier gave them. When you have them the strips, also give them a game sheet which lists out all the games that will played that night.

50/50 & Progressive seller:

The 50/50 & Progressive seller job starts at 4:30 and they are to help setup as per the “Bingo General Guidelines” once done with setup, they help bring the strips, cash register, daubers, raffle tickets etc... upstairs and set them up for sale at the entrance. The 50/50 & Progressive seller will sell patrons strips for our special games. We currently sell two special games. A 50/50 game played on a red strip, and a progressive game played on a blue strip. each seller will have a stack of strips to sell along with a drawer for keeping the money. Each strip of 3 Bingo squares costs \$1. Each packet of strips has 25 strips in it along with a blank page at the back. Be careful not to sell the blank page as a strip. The money for each game MUST be kept separate from each other. The 50/50 money must be kept separate from the progressive money. You can make change, but the total amount in each drawer must be kept the same.

Raffle/Dauber seller:

The Raffle/Dauber seller job starts at 4:30 and they are to help setup as per the “Bingo General Guidelines” once done with setup, they help bring the strips, cash register, daubers, raffle tickets etc... upstairs and set them up for sale at the entrance. Raffle/Dauber seller will sell patrons raffle tickets, daubers, tape and other Bingo supplies. The money for the Raffle must be kept separate from the money for the Bingo supplies.

Numbers Callback:

The Numbers Callback job starts at 6:30 and they must be in place by 6:45 either upstairs or downstairs. There needs to be at least 1 person upstairs, and one person downstairs. Upstairs can have two people if there are 3 call back people on a team. Your job is to read back the winning numbers on the Bingo strips or charity ticket games to the Bingo Caller so that they can verify whether the patron won or not. When the upstairs call back person arrives, they need to get the dirty bingo balls from the previous week, a pack of wipes, and a bowl, and in between their callback duties, clean the balls and put them back into the case IN ORDER! Before Bingo ends, the call back people should walk through all the tables and remove any unused bags and clean drink holders for use again the following week. At the end of the night clear all garbage off the tables into the garbage bags. It is helpful to take the garbage bags OUT of the garbage cans first, then walk around with the bag clearing the garbage. The full garbage

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bags should be placed in front of the stage by the exit door, and downstairs in front of the kitchen. They should be removed from the cans, and tied off. You are also responsible for putting away all the Bingo equipment in the cafeteria, and dumping out the water and ice and cleaning out the water jug and putting it in the Bingo room. The TV and Bingo signal cables need to be coiled up nicely and put out of reach of the students. If you are finished clearing your floor, go to the other floor to help clean until all floors are done.

Since the caller cannot hear what is going on downstairs, the downstairs call back person must be the eyes and ears for the caller. They are also responsible for the following

- Notifying the caller when there is a bingo winner downstairs by saying into the microphone “Bingo winner downstairs” as the caller needs to be notified as quickly as possible that there is a winner. If the caller is not notified in time, and they pull another ball, and there is another winner, we are obligated to pay double the winnings out for that game costing OLA lots of money.
- The microphone has a short delay after it is turned on before it starts to work so please be aware of this.
- After you have verified the Bingo winner, there might be others downstairs. You must tell the caller that there are more winners, and verify those winners as well.
- Even if there are no winners on a Bingo game, you must tell the caller when they ask “There are no winners downstairs”
- If a patron has an issue that needs to be brought to the caller’s attention, the downstairs caller can relay the message via the microphone.
- During the 10 minute break, you will remain downstairs on the microphone to announce if there are any prize winners downstairs and point out where they are sitting to the volunteers.