

VOLUNTEER ROLES

1. Please have **one volunteer on the floor and one at the door** at the start time of your session (12:45, 6:45 or 9:15). Arriving late or no-shows will result in financial repercussions for your charity, with the possibility of permit suspension. If you are not available for your volunteer assignment, let your contact person know immediately to allow for a replacement to be found.
2. The dress code must be followed at all times. Matching collared shirts; dark, business style pants; closed toe, flat shoes (no sandals, no high heels). Long sleeved shirts may be worn **under** your collared shirt, so that your logo and name tag remain visible. No shorts, capris, leggings, yoga pants, cargo pants, denim.
3. At the beginning of your assignment, please have **one member remain standing at the entrance to open the doors and greet our guests. The other member should walk the gaming floor**, making themselves readily available to answer questions, assist our guests and promote your charity. Once the session begins, both volunteers should be walking the gaming floor (avoid spending an unnecessary amount of time with one particular customer, keep moving).
4. Call back bingos to the caller. The runners are able to continue selling, if we do the call backs. Please do not stand and wait for someone else to run and call back the bingo, especially if you are the closest to the winner. Please speak loudly and clearly and face the caller.
5. Keep the gaming floor tidy: throw out used cards and garbage; clean screens; push chairs back up to tables; return dishes to the bar, if the serving staff is busy (we are not permitted behind the bar, so please just leave dishes on the bar).
6. Promote Chances and your individual charity: hand out brochures, share upcoming event information.
7. While working the gaming floor, please split the floor, with one volunteer working each side (please do not mingle together at one stairway).
8. Please remember: there is to be **no cell phone use, eating, sitting or sleeping** on the gaming floor.
9. The only break permitted during your assignment is during the brief intermission mid-session. At this time, you may sit in the charity room. As soon as the session resumes, please go back to the gaming floor. Please **remain standing/walking on the gaming floor**. Bring a third volunteer, if you require more breaks than what is allowed.
10. At the end of the session, **both volunteers are to be at the exit** holding doors open and thanking our guests for their support. If time allows, assist with the clean up after this.

Thank you for volunteering your time!!!