

# HORIZON GYMNASTICS BINGO INFORMATION SHEET

The Horizon Gymnastics Club is a member of the Kensington Bingo Association. All profits from a bingo event we work are pooled monthly and all member clubs receive a cheque for the same amount, regardless of the actual amount earned on a specific date. All bingos you will be working will be held at this location: 12538 – 132 Avenue.

## COMMITMENT

Your commitment to work a bingo is essential to the success of each event. You have signed up based on the number of hours your athlete trains at Horizon and it is an expectation you will honor this commitment. Bingo deposit cheques or credit card help us to ensure your attendance and these will be processed if you do not work your scheduled event or find a replacement worker.

Please ensure you have written down the dates of the events you have signed up for. You will receive an email reminder sometime within the week prior to the date.

## HELP, SOMETHING CAME UP.....

We all realize that this can happen from time to time. The important thing is what you do about it. You should know that if Horizon Gymnastics does not supply the required number of workers for a specific event we are subject to a fine for each person we are short. Your attendance, or someone in your place, is a must. If you can't find someone to switch with then you might look at paying someone yourself to work in your place. All arrangements of this type are made between the two individuals; the club has no responsibility in the matter. In the end, if all else fails and you have to cancel, please let us know at least 2 weeks in advance. Please contact us at 780-453-3209 or [info@horizongym.com](mailto:info@horizongym.com) as soon as possible. You can also reach us at the bingo hall during our event at 780-454-3635 and pressing 2 to reach the cash office. If you're planning on having someone else (friend, family member etc.) work this bingo on your behalf, please let us know their name so we can make bingo day less confusing.

## THE FACILITY

Kensington is a large bingo hall with concrete floors. Please ensure you wear comfortable footwear. There is an area for volunteers to have their break and there is a table where you can eat a meal. There is a concession where we recommend you pre-order your food 5 minutes before the start of your break time. Volunteers will be given a break with a maximum credit of \$11.00 towards food and drink at the bingo hall's concession. Volunteers are required to complete a form at the concession when they order their food.

## VOLUNTEER POSITIONS

Operating and staffing a bingo event requires volunteers in numerous positions. The bingo chairperson will be the volunteers who oversees the operation of the event. Here is a list of other volunteer positions:

### Office Workers:

Chairperson  
Paymaster  
Paper Controller

### Floor Workers:

Bonanza sellers  
50/50 Sellers  
Double Action/Even Better

Bonanza Controller

Balls Sellers  
Speedo Sellers

**OFFICE WORKERS:** These positions require the individuals to be at the hall 15 minutes earlier than the floor positions (10:45am for afternoon events and 4:45pm for evening events). These positions involve cash handling and balancing and require working in the office area of the bingo hall. Volunteers scheduled in these positions generally have experience in these areas but you may be asked to fill one of these spots. If you are new in a position do not feel intimidated. The bingo chairperson will be there to teach you what you need to know.

**FLOOR WORKERS:** These positions require carrying a float, selling bingo cards, making change and checking winning bingos. Depending upon what you are selling there will be busier times than others. Awareness is key in these positions. Fast responses to customer demands directly affect the club profits. Spreading out throughout the hall and being attentive to hands in the air all helps in this area.

**UNDERAGE WORKERS:** The Kensington Bingo Hall allows member clubs to have up to 4 workers between 14-18 years of age who are permitted to sell Bonanza and Speedo cards. The 14-year olds are required to complete their volunteer activity by 9:00pm. A parent or guardian may pick up the 14-year-old at 9:00pm or the worker may be seated in the volunteer break room until the conclusion of the bingo at approximately 9:00pm. **Please inform us when you sign up for your bingo shifts if you will have any underage workers present.**

## THE EVENT

Expect to be at the bingo hall for approximately 4 ½ hours (until 3:30pm on afternoon events and 9:30pm on evening events). While at the facility you are not only a representative of the Horizon Gymnastics Club, you are also a representative of the bingo hall. Behaviour of volunteers must be professional at all times. Upon arriving at the hall please find the bingo chairperson and check in. You will likely find him/her in the office area. At that time you will sign in, be assigned to a position for the event and sign up for your break. Any training and instruction you require will be given to you at that time. Feel free to ask questions, you are not expected to know everything.

**BINGO ETIQUETTE:** If a customer asks you something you don't know please check with another volunteer or the Chairperson and get back to them. The Chairperson schedules breaks in a staggered fashion, based on sales of specific cards. It is important that you begin and end your break time promptly. This will serve to maximize the number of sellers on the floor at any given time. Try to avoid standing and chatting in groups. This only serves to frustrate patrons who may be requiring service of some kind. Keep circulating throughout the floor and if a patron wishes to purchase a card you are not selling try to get the attention of the appropriate seller. Spreading out around the hall provides the best opportunity for quick responses to bingos and sales.....and that means profits! Don't be afraid to have a good time with the patrons, after all, it's a long night.....

At the end of the **afternoon events** (not the evening events) all volunteers are required to help with cleaning the facility. This involves throwing away all garbage from the tables and repositioning the chairs. If we do not fulfill our obligation of cleaning up at the end of an afternoon event we are subject to a fine.

So, now you know almost everything. Ready for your first foray into the world of.....BINGO!