

Standard Operating Procedures (SOP) Sheet

BINGO-RAFFLE GAMING FLOOR REPRESENTATIVES' RESPONSIBILITIES

1. **General - Roles and Responsibilities:**

Should arrive at least 15-20 minutes before the scheduled starting time of the Bingo-Raffle event.

The following roles and responsibilities of volunteers ensure a meaningful contribution by assisting participants, the on-duty Game Manager and the designated caller.

- a. [At the St. Michael Parish Church, a minimum of two volunteers is required for game floor operations. Additional volunteers are welcome and always preferred.]
 - b. **No individual who works or assists at a bingo occasion may play bingo or purchase or play any pull tabs or raffle tickets at the occasion which that individual volunteers or works.**
 - c. An individual working or assisting at any bingo-raffle activity must present photo identification upon request of a representative from the Colorado Secretary of State.
2. **Qualified, scheduled or on-assignment gaming floor volunteers, as a minimum, must:**
- a. Assist with keeping the game floor area clean (e.g., picking up used paper bingo products and empty containers) and eliminate any safety hazards.
 - b. Redirect any positive and negative customer service issues to the on-duty Gaming Manager. During the active play of a gaming event/activity, the on-duty Gaming Manager is the final decision maker; in favor of the state's Bingo-Raffle Handbook, law and regulations.
 - c. Participate and support all responsible gambling activities and initiatives as directed by the on-duty Gaming Manager .
 - d. Report any observed suspicious or fraudulent player activities to the on-duty Games Manager.
 - e. During the game floor intermission, may take a break in order to consume a meal, drink, etc. (At the Welcome/Sales Table, at least one person must remain at the table however).

- f. Assist the Bingo game caller, when a participant announces that they have a bingo. Go to the participant, retrieve their possible winning sheet, [go to another adjacent table \(with another unrelated, participant\)](#) and verify with the caller the winning bingo sheet's serial number, sheet verification/serial number, border color, and individually the numbers darked on the sheet that correspond to that game's winning pattern.
3. **Qualified, scheduled or on-assignment gaming floor volunteers, must not:**
- a. Be under 14 years of age to assist in the conduct of bingo, raffle or pull-tabs.
 - b. Purchase any gaming products or participate in any gaming activity.
 - c. Handle any gaming product (e.g., bingo cards) (except when making a call back to verify a winning ticket, card or sheet with the caller).
 - d. Play bingo cards or games for customers.
 - e. Purchase or possess any alcoholic beverages on the church's property—especially within the designated gaming area.
 - f. Participate in any game floor promotions or draws.
 - g. Participate in assignments while under the influence of alcohol or recreational drugs.
 - h. Use personal electronics (cell phone, tablet, etc.).
 - i. Smoke (including electronic cigarettes).
 - j. Act in a way that is disruptive or detrimental to the success of gaming occasion and its associated charitable organization.

