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.