

CASINO VOLUNTEER GUIDE

- Overall responsibility for your casino will be with the General Manager. This General Manager is a volunteer from your organization. To assist the General Manager and you, a network of paid casino staff is there to help.
- A hired Games Manager, through the Pit Managers, Floor Supervisors and Dealers will provide assistance to volunteer Chip Runners as stages of the casino operations start to unfold.
- Training and support will be provided by a licensed Casino Advisor in both the Cash Cage and the Count Room. It is up to each organization to hire their advisors. Your Advisor as well as the Games Manager are well versed in Alberta Gaming and Liquor Commission, Casino Terms & Conditions and Operating Guidelines.
- Volunteering at the casino is easy and fun. Duties have been refined over a number of years and are now easy and pleasant to follow. The casino is a safe endeavor. Cameras and Security monitor the casino premises at all times. If it is desired, a security guard will be glad to escort any volunteer to their vehicle at the end of their shift.
- Volunteers are not permitted to play any casino games or slot machines during the two day period that your organization has the casino license, nor consume alcohol while working.
- Assigned positions at the casino are very important. If a volunteer cannot work or will be late they should contact their General Manager as soon as possible at the phone number they were previously supplied with. If cancellation is necessary, notify your General Manager as soon as possible.
- As of January 1, 2008, the casino is non smoking.
- Dress is casual, but please no torn or immodest apparel.
- Free parking stalls are available on site. No reserved area for volunteers – first come, first park! Plenty of parking space.
- Our hospitality suite is equipped with a TV, microwave and complimentary coffee in the Café.
- Volunteers may sign for all food purchases at any restaurant and for your convenience a 15% gratuity will be automatically added on to the final bill. If your organization exceeds \$1,175.00, it is up to the organization to cover the cost.

MATCHING YOUR VOLUNTEER TO THE JOB

GENERAL MANAGER/ALTERNATE GENERAL MANAGER

- Responsible for total operation of casino including gaming floor, security, cashier's cage and count room.
- Ensures a sufficient number of volunteers for each day.
- Must be present in the Casino at all times during table game operations.
- Ensures signed cheques are available to pay expenses on the beginning of the first day.
- Controls drop box keys.
- Substitutes in volunteer positions on their breaks and in unavoidable staffing emergencies. (General Manager/Alternate is not expected to fill staff positions under normal circumstances.)
- Should review Casino Terms and Conditions booklet before casino.

BANKER

- Controls Cashier's cage floats of chips and cash.
- Assisted by Cash Cage Advisor
- Busy only during opening, volunteer shift changes and closing of casino.
- Keeps track of all cash/chip transfers on Casino Track.
- Mathematical skills helpful.

CASHIER

- Cashes in chips for players and makes change.
- Cashier has own float – does not share cash/chip float with anybody.
- This position is quite challenging, and requires concentration and accuracy.
- This position not recommended for color blind volunteers.
- Good manual dexterity is helpful.

CHIP RUNNER

- Courier (runner) for chip orders (requests) from casino games.
- Volunteer must be prepared to move around.
- Position is usually busy at opening and closing of casino.
- Volunteer must be able to carry up to five pounds (2 kilograms) of chips.

COUNT ROOM SUPERVISOR

- Works with Count room Advisor in recording cash counts and game wins and losses.
- Administrative skills useful, good math (number) skills are very helpful.
- Not required to handle cash.

COUNT ROOM STAFF

- Sorts, amalgamates, counts and verifies all cash from table game drop boxes.
- Cash handling skills are an asset.
- Volunteers should be good working with their hands.