

## **INFORMATION FOR CASINO VOLUNTEERS:**

**Your casino will be managed by a volunteer general manager(s) from your organization. As a volunteer, you will be glad to know that:**

- Training and support will be provided by an experienced casino advisor in both the cage and the count room who will train you, support your work, and make the experience one that you will want to repeat.
- You will be greeted on arrival, registered and given a name tag to wear at all times.
- **BRING PHOTO I.D. WITH YOU TO THE CASINO.**
- Volunteering at the casino is easy and fun. You will get time for breaks and meals.
- Volunteering at the casino is as safe as possible. You can be walked to your car at the end of your shift, if you wish.
- Your organization will provide a budget for meals and snacks for you at the casino.
- Volunteers ARE NOT ALLOWED TO PLAY any casino games, VLT, or slot machines on either day, before their shift or after their shift, or whether or not they are working a shift.
- “Volunteers cannot be under the influence of alcohol, or consume liquor, or use illicit substance before or during their shift.” (AGLC CTCOG 2.6.4 [d])
- Volunteers cannot have a criminal record.
- Volunteer dress code in our casinos is business casual. Please, no shorts, jeans, T-shirts, athletic wear, or revealing clothing.
- The casinos have a fragrance-free policy. Please, no perfumes, fragrances or scents.
- Your shift at the casino is important. Please call if you cannot work or are going to be late.
- The casino control system is computerized. If you use an ATM banking machine or Interac, you will feel comfortable with the computer system and the equipment.

## **CASINO VOLUNTEER POSITIONS**

### **General Manager**

- The role of the general manager is to supervise all aspects of the casino and ensure that the casino is conducted according to the AGLC Casino Terms and Conditions and Operating Guidelines.
- Your cashiers' cage advisor(s) will explain your duties and assist and train you and your volunteers at the casino.
- Your count room advisor will provide the same support and training for your count room volunteers.

Number of volunteers needed: 4, unless volunteers are able to work multiple shifts and/or both days.

Friday & Saturday Shifts (Please arrive early for your shift):

Daytime: 10:15 am to 6:30 pm

Evening: 6:15 pm to 3:45 am

### **Banker**

- You control the main Cash Cage floats of chips and cash.
- You are assisted directly by Cash Cage Advisor for all activities.
- Your top priority is to assist cashiers by monitoring their pay outs.
- You are busiest during opening, volunteer shift changes, and closing of the casino.
- You refill ("Fill") dealers' chip trays when players leave games with chips to cash in, or to reduce the chips in dealer's tray ("Credit").
- You use Alberta Gaming's computer terminal for all transactions and it is easy to operate.
- Some administrative experience is helpful, but not essential.

Number of volunteers needed: 4, unless volunteers are able to work multiple shifts and/or both days.

Friday & Saturday Shifts (Please arrive early for your shift):

Daytime: 10:15 am to 6:30 pm

Evening: 6:15 pm to 3:45 am

### **Cashier**

- You pay off players' chips and make change. You do not sell chips or cash out slot machine coupons.
- You will be required to follow defined pay-out procedures that you will learn at the casino.
- You have your own float -- you do not share your cash/chip float with anyone.
- **Cash-handling skills and being a little bit streetwise would be an asset.**
- The cashier's job is challenging, and requires concentration and accuracy.
- You should not volunteer to be a cashier if you are **colour-blind**.

Number of volunteers needed: 8, unless volunteers are able to work multiple shifts and/or both days.

There are two positions for each shift.

Friday & Saturday Shifts (Please arrive early for your shift):

Daytime: 10:30 am to 7:00 pm

Evening: 6:30 pm to 3:15 am

### **Chip Runner**

- You are a courier (runner) for chip orders for the casino games.
- You must be able to move around to deliver chips to the games.
- You will be using a very simple mini-computer to complete your transactions.
- You are not usually too busy except at the opening and closing of the casino day.
- You should be able to carry up to 2.5 kg or 5 lbs. of chips in their delivery racks.
- You will always be accompanied on your 'runs' to the games by a casino security guard or a manager.

Number of volunteers needed: 6, unless volunteers are able to work multiple shifts and/or both days.

One chip runner per shift required for day shift.

Two chip runner positions are required for the evening and late night shifts.

Friday & Saturday Shifts (Please arrive early for your shift):

Daytime: 10:30 am to 6:30 pm

Evening: 6:15 pm to 3:15 am

### **Count Room Supervisor**

- Work with the Count Room Advisor to keep records of the cash and chips in the count room.
- Use a computer terminal for all transactions.
- Administrative skills are useful, and computer skills are very helpful.
- You are not required to handle cash.

Number of volunteers needed: 2, unless volunteers are able to work both days.

Friday & Saturday Shifts (Please arrive early for your shift):

Evening: 11:30 pm to 3:30 am

### **Count Room Staff**

- Various jobs include sorting, counting, verifying and amalgamating cash from the drop boxes.
- At least three volunteers in the count room should have good cash handling skills.
- You should be good working with your hands.

Number of volunteers needed: 10, unless volunteers are able to work both days.

Friday & Saturday Shifts (Please arrive early for your shift):

Evening: 11:30 pm to 3:30 am