

VOLUNTEER POSITION DESCRIPTIONS

GENERAL MANAGER:

- Your role involves oversight of all functions performed in the cash cage.
- You are assisted directly by the Cash Cage Advisor.
- You monitor cashier payouts to patrons.
- You assume the Banker's role when he or she is out of the room on break.
- You oversee the counting of cash and chips at opening, shift change, and closing of the casino day.
- At the beginning of the casino day, you help the casino Games Manager with opening table games.
- You consult with the Advisor and casino Games Manager about any other issues, as required.

BANKER:

- You control the main Cash Cage floats of chips and cash.
- You are assisted directly by Cash Cage Advisor.
- You are busiest during opening, volunteer shift changes, and closing of casino.
- You provide cash to cashiers as needed, and redeem chips from cashiers as needed.
- You dispense casino chips to chip runners when table games need more chips, and you receive chips from chip runners when table games have a surplus of chips.
- You use a computer terminal for all transactions.
- You help monitor cashier payouts to patrons.

CASHIER:

- You redeem players' chips and make change (you do not sell chips).
- 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 anybody.
- Cash-handling experience is an asset, but not necessary.
- The cashier's job requires concentration and accuracy.
- Casino chips are colour coded according to denomination. You may wish to choose another volunteer position if you are colour blind.

CHIP RUNNER:

- You deliver casino chips to the casino table games.
- You should be able to physically transport casino chips (weighing up to 3 kg) to the table games.
- When delivering chips, you will always be accompanied to the table games by a casino security guard or a casino manager.
- Your other job is to verify the chip count at each table game, when tables are opened or closed throughout the day.
- You use 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.

COUNT ROOM SUPERVISOR and COUNT ROOM RECORDER:

- You work with the Count Room Advisor to keep records of the cash and chips in the count room.
- You use a computer terminal for all transactions.
- Computer skills are helpful.
- You don't handle cash.

COUNT ROOM STAFF:

- You sort, count, verify and amalgamate cash from drop boxes.
- Two of these positions involve using money counting machines.
- You should be good working with your hands.

CASINO VOLUNTEER SCHEDULE – Casino Operating Hours 10 am – 3 am

Organization: West Jasper Sherwood Community League Contact: Irene Blain, 780-489-2994
 Location: Starlight (Palace) Casino, 2710, 8882 – 170 Street Dates: August 21 + 22, 2019

| Position | Wednesday | Volunteer | Contact # | Thursday | Volunteer | Contact # |
|--------------|--------------------|-----------|-----------|--------------------|-----------|-----------|
| General Mgr | 9:00 am – 7:00 pm | | | 9:00 am – 7:00 pm | | |
| Banker | 9:00 am – 7:00 pm | | | 9:00 am – 7:00 pm | | |
| Cashier | 9:30 am – 7:15 pm | | | 9:30 am – 7:15 pm | | |
| Cashier | 11:30 am – 7:15 pm | | | 11:30 am – 7:15 pm | | |
| Chip Runner | 9:30 am – 7:15 pm | | | 9:30 am – 7:15 pm | | |
| Chip Runner | 11:30 am – 7:15 pm | | | 11:30 am – 7:15 pm | | |
| General Mgr | 6:15 pm – 3:45 am | | | 6:15 pm – 3:45 am | | |
| Banker | 6:15 pm – 3:45 am | | | 6:15 pm – 3:45 am | | |
| Cashier | 6:30 pm – 3:30 am | | | 6:30 pm – 3:30 am | | |
| Cashier | 6:30 pm – 3:30 am | | | 6:30 pm – 3:30 am | | |
| Chip Runner | 6:30 pm – 3:15 am | | | 6:30 pm – 3:15 am | | |
| Chip Runner | 6:30 pm – 3:15 am | | | 6:30 pm – 3:15 am | | |
| Count Rm Sup | 10:45 pm – 3:30 am | | | 10:45 pm – 3:30 am | | |
| Count Room | 10:45 pm – 3:30 am | | | 10:45 pm – 3:30 am | | |
| Count Room | 10:45 pm – 3:30 am | | | 10:45 pm – 3:30 am | | |
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IMPORTANT: Volunteers working more than one shift must remain in the same position.
 Volunteers are not allowed to gamble in this casino during this two day event.
 Volunteers are not allowed to consume alcohol or use drugs during this two day event.
 Volunteers are required to bring valid, government issued photo ID with them to the casino.

Advisor Karen Dalman, 780-554-9270

| Spares | Name | Contact # | Time Slot | Position |
|--------|------|-----------|-----------|----------|
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CASINO VOLUNTEER WORKER INFORMATION

*West Jasper Sherwood Community League
August 21 + 22, 2019*

NAME OF VOLUNTEER: _____

DATE OF YOUR SHIFT: _____

TIME OF YOUR SHIFT: _____

YOUR POSITION: _____

CHAIRPERSON: Irene Blain

CHAIRPERSON PHONE #: 780-489-2994

PLACE: STARLIGHT CASINO, 2710 WEST EDMONTON MALL, UPPER LEVEL,
NORTH OF THE ICE RINK. USE UPPER LEVEL PARKADE IF POSSIBLE.

PROCEED ON 90TH AVENUE, GO UP THE RAMP BESIDE THE CASINO SIGN.
PALACE CASINO IS INSIDE THE MALL THROUGH ENTRANCE 9

- ♣ Arrive on time. If you are going to be late, or a last minute emergency arises and you are not able to work, contact your chairperson as soon as possible.
- ♣ If your shift starts at 9 am, you should enter the casino through the main doors, which will be unlocked by security promptly at 9 am.
- ♣ Dress is casual, but no torn or revealing clothing.
- ♣ Temperature in the casino may be changeable. Consider bringing a sweater.
- ♣ The rooms we work in are very small; please do not wear perfume or cologne.
- ♣ Be sure to bring valid, government issued, photo ID with you. This is an AGLC requirement.
- ♣ You will be provided with a nametag, displaying your given name and volunteer position, which you are required to wear while on shift.
- ♣ Training and support will be provided to you by a licensed Casino Advisor.
- ♣ You will be provided with a meal from the casino restaurant, and additional breaks. The casino provides a break room for our convenience.
- ♣ To ensure that volunteers have access to the full range of menu options at the casino restaurant, meals should be ordered by 11 pm.
- ♣ The casinos generally have a policy prohibiting outside food and beverage. This does not apply to volunteers who have special dietary requirements.
- ♣ Use of cell phones and other electronics is allowed in some areas of the casino, but no photography is allowed anywhere in the casino.
- ♣ No gambling (including slot machines) is allowed at this casino, during the full 2 day period of our casino event, whether you are on shift or off shift.
- ♣ Volunteers are not permitted to consume alcohol or use drugs before, or during their shift.
- ♣ Volunteering at the casino is easy and fun! The casino is a safe environment, monitored by surveillance and security at all times. If you wish, you may be escorted to your vehicle by a security guard, at the end of your shift.
- ♣ Thank you so much for volunteering! We really appreciate your commitment.