

OUR RESPONSIBILITIES



The Kennedy Road Charitable Gaming Association takes great pride in being able to raise much needed funds for our local charities and be a part of Rama Gaming Toronto East.

That is why we are professional looking in appearance with our charity uniforms, in the way we greet customers, the way we contribute to the success of the hall.

That includes paying attention to patrons when they enter and leave, making certain the podium area is tidy and following the duties outlined for all volunteers, not just a few.

Until more bingo sessions return, it is quiet at times, however, there is always something that can be done.

Being a representative of your charity means standing out and being noticed for the good you are bringing to the community.

Remember to "Hello, welcome to Rama Gaming Toronto East" when they enter and when they leave, "Have a good day". Don't be shy - make them feel welcomed.

Scanning of Player Cards will be done by Rama Staff! Signing up new members will continue to be done by our Volunteers. Rama will be soon implementing a system where the Rewards Card will go directly into the machine.

Why should patrons sign up for Rewards Card:

- It's the only way they can participate in Rama Tournaments
- They receive a \$20.00 voucher

- Mondays after 2 scans they can participate in Monday's 2 scan promotion, so if they scan their card twice within a 2-hour time frame the promotion will be activated
- Tuesday Promotion – Every Tuesday from 11:00 a.m. the RGH staff will scan the gaming floor every hour, after a patron has scanned their reward card once, they will be directed to the cashier window to redeem their promotional offer
- Rama Tournament – Rama Toronto East holds their Rama Tournament the last Sunday of the month starting at 4:00 p.m., sign up starts at 2:00 p.m.
- **Tournament Outline:**
 - ✓ Open to all RGH rewards members
 - ✓ Free of Charge
 - ✓ There are 7 rounds, 6 participants each round
 - ✓ Every participant will be given a \$20.00 free play voucher and have 3 minutes to win as much as they can
 - ✓ Winner of each round receives a \$20.00 free play voucher, and their name will be added to the Leader Board
 - ✓ At the end of the 7 rounds, the winners will be tallied, 1st place wins \$300.00 in free play, 2nd place wins \$200.00 in free play, 3rd place wins \$100.00 in free play and 4th to 7th place each win \$40.00 in free play

There you have it, very simply laid out so you can explain to the customers. So, volunteers will not be scanning cards, just handling new memberships and this covers what they “currently” get with rewards card, and this will be changing once cards can be put in the machines.

This is to stay at the podium for all volunteers to read and understand and hopefully this will clear up a few issues.

Many thanks for your cooperation in these matters.

Maxine

Charity Coordinator

