

SANTA CLARA COUNTY FAIRGROUNDS BINGO

GENERAL INFORMATION

HOW MUCH TIME DOES IT TAKE?

Training –All individuals should plan to arrive 15 minutes early their first day of volunteering for Bingo

Time Commitment is a frequent topic of discussion. After Orientation Training a shift is typically 3 ½ to 4 hours.

GUEST RELATIONS

Customer Service –

Fairgrounds Bingo is committed to providing a safe, fun and respectful environment for our staff as well as our guests. It is our obligation to ensure that each visit to the Fairgrounds is a pleasant one. Providing superior customer service is one aspect of ensuring that each visit is pleasant. Use the ideas below:

- Smile and make direct eye contact with every guest.
- Give each guest a smile and be courteous.
- Everyone will want your attention at the same time. Reassure people that you will be there shortly.
- Experience a problem? Do your best to resolve the problem. Ask for help if needed.
- Cash Handling – keep their cash where it can be seen and count back change before putting it in your tray.
- Always say Thank you and Wish them Good Luck!
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Your conduct and behavior is a direct reflection of the Fairgrounds. You are the direct link between the Fairgrounds and our guests. The Fairgrounds is a service corporation that gives superior customer service not attitudes. Patience and understanding are absolutely necessary when working with the general public. Should you encounter a situation that is out of your control, contact the Floor Manager, or your Supervisor for immediate assistance.

AGE REQUIREMENTS

THE MINIMUM AGE REQUIREMENT, BY LAW, IS 18 YEARS OF AGE.

ACCOUNTABILITY

Fairgrounds Bingo operates on an inventory control system. It's all checks and balances. All Fairgrounds Bingo volunteers are held accountable for their inventory and funds.

Shortages over 10% will be deducted from the amount the shift rate paid.

SHIFT PAYMENT

All volunteers are expected to work a full shift of 4 hours. **Volunteers who leave prior to the end of the shift or who arrive more than 10 minutes late will be paid on a pro-rata basis.**

For each 4 hour shift the volunteer will be credited for \$60.00 (\$12 into general fund and \$48 into student account). Checks are issued on the last Thursday of the month made payable to OGBB, then distributed into student account.

PARKING

Parking for this event is free. Volunteers should plan to enter the Fairgrounds from Old Tully Road (where the Off Track Betting Facility is located).

PERSONAL PROPERTY

Fairgrounds Bingo will not be responsible for your personal property if misplaced or stolen.

We strongly encourage you to leave large purses, backpacks, sports bags, etc. at home or in the truck of your car. A cupboard area is provided for shared use by volunteers.

TELEPHONE USAGE & CELL PHONE USAGE

In case of an emergency during BINGO, calls can be directed to 409- 494-3208. You may respond to emergency calls only. Callers should identify themselves and the nature of the emergency so that we can respond properly.

Cell phone use is prohibited while you are on the BINGO floor. Keep phones stored when not in use.

DRESS CODE

There is no uniform for this position. Volunteers are expected to wear clean, neat clothing. Clothing should not contain any pictures and/or language which is sexual, drug or alcohol related, discriminatory or otherwise derogative.

Comfortable shoes should be work. No sandals, flip flops or heels.

PERSONAL HYGIENE

All volunteers are expected to report to each event well groomed and in clean attire. Hair should be clean and combed.

PERSONAL CONDUCT

Remember that as a volunteer you are a representative of the FAIRGROUNDS and the Santa Clara County Fair.

We expect you to behave in a positive and professional manner at all times. Crude behavior, profanity or abusiveness will not be tolerated.

DRUG & ALCOHOL POLICY

No alcohol and/or drugs are allowed during Fairgrounds Bingo. Use or Possession of any illegal drug or controlled substance while volunteering or anyone arriving to volunteer while under the influence of an illegal drug or intoxicated will not be tolerated. Violation of these policies will result in the immediate dismissal of the person(s) involved and may lead to the dismissal of the group from future events.

BASIC RULES AND REGULATIONS

The list below will outline rules and regulation that we expect from all of our Volunteers to adhere to:

1. Inform Fairgrounds Bingo as soon as possible if your group cannot fulfill the commitment we have agreed upon. Whether that be late arrivals, not enough volunteers or cancellations.
2. NO persons under the age of 18 are allowed in the facility and/or Bingo areas.
3. Likewise, no one under the age of 18 is allowed, by law, to volunteer at Fairgrounds Bingo. YOUR GROUP MUST COMPLY.
4. Tips are NOT allowed. Any monies accepted must be turned into Fairgrounds Bingo.
5. Smoking is not allowed. Ask your Supervisor where the nearest location is available, if necessary.

PROHIBITED CONDUCT

1. Failure to follow procedures, including reporting late for check-in.
2. Destruction, misuse, removal or attempted removal of company and/or client's food, cash, or materials from company and/or client premises without proper authorization.
3. Reporting from work in an impaired condition; unauthorized use or possession of intoxicating beverages while on premises.
4. Carrying concealed weapons or possession of firearms or weapons on client or company premises.
5. Fighting while volunteering or on premises.
6. Possession, use, sale or distribution of illegal drugs, or other controlled substances, on client or company premises.
7. Smoking in non-smoking areas.
8. Lack of courtesy to patrons and/or other volunteers.
9. Taking or giving bribes.
10. Insubordination
11. Failure to report and accident.
12. Improper use of company and/or client telephones or personal cell phones.

VOLUNTEER CHECK-IN

Volunteer check-in for FAIRGROUNDS BINGO is located at the OTB office. Volunteers will enter through the main entry doors. This office is located at the West end of the building.

Volunteers should be on-time, well-groomed and a minimum of 18 years of age or older. Allow enough time for traffic, parking, etc.

All volunteers will sign in on the sign in sheet. Please make certain your name is legible and that you indicate the group you are volunteering for.

You are strongly encouraged to leave your personal items at home. If you bring a purse or bag . Purses and bags, etc are subject to search.

If you wish to bring these items you may leave them in a shared cupboard. The Fairgrounds and Fairgrounds Bingo assume no responsibility or liability for your possessions.

SAFETY

Safety is always a concern. Report any unsafe conditions or accidents to your Supervisor or the Floor Manager.

Walk do not run.

Sign up to work using this link:

<http://www.fairgroundsbingo.com/>

Click Volunteers.

When you sign up, you are responsible for working your shift. Inform Fairgrounds Bingo as soon as possible if you cannot fulfill this commitment.