

## Casino Volunteer Requirements and Positions

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There are two key areas within the casino that depend on volunteer workers:

1. Cash Cage
2. Count Room

Each volunteer position works within, or directly in relation to, these two areas. The operating procedures for these areas are described in detail in the CTCOG.

The following positions at a casino event must be filled by volunteers:

- general manager(s) and alternate
- banker
- cashier
- count room supervisor
- chip runner
- count room staff:
  - sorter
  - counter
  - recorder
  - amalgamator

Only bona fide members of the licensed group, as defined by its bylaws, may work the positions of:

- general manager(s) and alternate
- banker
- cashier
- count room supervisor or advisor (where performed by a volunteer)

The group may recruit non-members on a volunteer basis to fill other positions as required.

A group's paid staff must be members of the group and volunteer their services outside normal working hours. Paid staff may work any position except:

- general manager(s) and alternate,
- banker, or
- count room supervisor.

Groups whose members are disabled may recruit non-member volunteers for all positions.

**Note:** No individual volunteer may work more than one position during the casino licence period except:

- The general manager may assign a count room worker to witness table closing chip counts. This must not interfere with count room duties.
- In casinos outside of Edmonton, Calgary, and St. Albert, those individuals assuming the positions of banker, cashier(s) and chip runner may, once their cash cage duties have been concluded, also work in the various count room positions.

One exception is the banker, who must not be allowed to assume the position of count room supervisor. Volunteers must work only in positions specified on the "Casino Volunteer Worker Approval" and "Sign-In" form. Backup volunteers are assigned by the general manager as needed.

### CasinoTrack

Developed, installed, and maintained by the AGLC, CasinoTrack is a software system that electronically tracks all casino table game transactions for audit control purposes and gaming integrity. It is used by facility staff and volunteer workers in the

conduct of a gaming event. CasinoTrack hardware consists of handheld personal computers that are used on the casino floor by volunteers and casino staff and desktop personal computers in the cash cage and count room.

The transactions that volunteers need to enter on CasinoTrack are simple. Advisors and casino staff will train and assist volunteers to use the system throughout their event.

The names of volunteers filling key positions are entered into CasinoTrack prior to the casino event. Volunteers in non-key positions are required to produce picture identification at the start of their first shift. The advisor will use this to enter personal information into CasinoTrack to record activity detail during the event.

All Alberta casinos use CasinoTrack.

## General Requirements for Casino Volunteers

- possess picture identification at all times during the casino event;
- competent in handling money;
- able to hear, see, speak or have an attendant with these capabilities;
- alert and observant;
- able to manoeuvre in the casino facility for the duration of the shift;
- able to function in a noisy and possibly smoky environment;
- able to use CasinoTrack system for certain positions;
- able to pass a security clearance check; and
- be a minimum of 18 years of age.

## Volunteer Attributes and Conduct

### Volunteers MUST:

- arrive on time for shift;
- sign in at the start of shift and out at the end of shift;
- work the position specified on the Casino Volunteer Schedule; and
- wear a name tag while on duty showing the first or common name and position.

### Volunteers MUST NOT:

- be paid;
- play casino games or gaming terminals during their group's casino event;
- consume liquor or illicit substances during their group's casino event;
- cash cheques or extend credit; or
- possess gaming chips.

## Volunteer Positions

### Position: General Manager or Alternate General Manager

The role of the general manager is to supervise all aspects of the casino, ensuring the casino is conducted according to CTCOG.

The general manager works closely with the casino facility games manager, and alternate general manager who assumes duties in the absence of the general manager.

### Operational Functions:

- ensures a general manager or alternate, a banker and one cashier are at the facility a minimum of one (1) hour prior to casino opening;
- ensures the remainder of the required volunteers are at the facility a minimum of one (1) hour prior to casino opening;
- begins the casino event by entering the appropriate information from the licence into the CasinoTrack system;
- witnesses interim and final pull of drop boxes;
- fills in for other positions as required on a temporary basis
- assumes duties to enable a

- ensures count room staff are present a minimum of 15 minutes prior to scheduled shift;
- ensures designated staff are in place and that they signed in and out at the start and end of their shifts with system access cards on the CasinoTrack system.
- volunteer to take a break or to fill a position that becomes vacant;
- assigns another volunteer to fill a vacant position for the duration of the licence period; and
- signs all "Discrepancy Reports" in addition to the advisor or the games manager.

### Security:

- ensures secure handling and storage of chips and cash at all times during the casino event;
- enforces access provisions to restricted areas;
- keeps the safe combination confidential, or maintains possession of safe keys (if applicable); and
- ensures adequate security personnel are on duty.

### Position: Banker

The role of the banker is to supervise the cash cage. This includes documenting all cash cage transactions, ensuring the security of the chips and cash in the cash cage, and holding the cashiers accountable for the chips and cash they manage while on duty. The banker reports to the general manager and is responsible for cashiers and chip runners.

### Banker Duties:

- receives and counts opening chip inventory and cash bankroll with general manager; records and maintains a running inventory of both;
- issues opening inventory of chips to games where required;
- documents transactions as required and maintains security and control of chips/coin inventory during shift;
- supplies games with chips/coin as requested on CasinoTrack system;
- receives excess chips/coin from games as requested CasinoTrack system;
- verifies opening inventories on CasinoTrack system each day;
- issues opening cash fill and subsequent cash fills to cashiers;
- obtains cash transfers from count room supervisor as required;
- receives inventory of chips/cash from cashiers;
- counts, amalgamates and records all chips and cash in cash cage at the end of the day;
- transfers chips to custody of general manager;
- prepares bank deposits; and
- transfers cash to general manager for secure overnight storage or deposit.

### Position: Cashier

The cashier's role is similar to a bank teller's. The cashier interacts directly with casino players. Any transactions over \$200 must be witnessed by the general manager, banker or cash cage advisor. The cashier reports to the banker and works with the general manager, banker, financial control supervisor, advisor, and casino players.

**Cashier Duties:**

- receives and counts opening cash fill from banker;
- maintains security of chips and cash;
- retains personal control at all times of cash and chips for which they are responsible while on duty in the cash cage;
- redeems players' chips for cash; must not sell chips;
- ensures the general manager, banker, or advisor witnesses all player cashouts over \$200;
- ensures trays are put in cash drawers and drawers are locked when leaving cash cage; and
- accounts for and transfers all chips and cash for which they were responsible to the banker at the end of a shift.

**Position: Chip Runner**

The chip runner opens and closes tables, delivers chip fills from the banker to game tables, delivers credits from game tables to the banker and may assist the general manager with other duties. The chip runner reports to the banker and works with the general manager and gaming table personnel

**Chip Runner Duties:**

- participates in the opening and closing of games with facility personnel;
- transfers fills from the banker to games tables and credits from games tables to the banker;
- verifies accuracy of these transactions;
- witnesses chip count, and verifies on the CasinoTrack system at closing each day; and
- may assist the general manager during the pull of drop boxes.

**Position: Count Room Supervisor**

The count room supervisor is responsible for all count room staff and procedures. The count room supervisor reports to the general manager, and works with the general manager and banker. This position is responsible for the sorters, counters and amalgamator.

**Count Room Supervisor Duties:**

- ensures the count room is secured;
- records the number of bills, coins and chips (if any) counted by the amalgamator, on the CasinoTrack system;
- verifies the information entered by the recorder;
- supplies cash to the banker as required;
- ensures that rake boxes are counted first and chips are transferred to the banker before continuing the count;
- prepares the float and bank deposits; and
- generates "Master Revenue Report" and "Count Room Drop Box Verification" on the CasinoTrack system.

**Position: Count Room**

Count room volunteers take on one of four possible jobs:

1. **Sorter:** Sorts all cash or chips by denomination
2. **Counter:** Counts the sorted cash or chips, by denomination
3. **Recorder:** Records the number of bills, coins, and chips counted

4. **Amalgamator:** Verifies the cash or chips counted and groups them into bundles and summarizes the cash and chips with the count room supervisor

**Sorter Duties:**

- empties contents of the drop box, and shows open box to camera to ensure that it is empty;
- sorts cash or chips into denominations and places them into money bin with a "Box ID Card," and passes the bin to the counter;
- witnesses the count by the counter;
- may witness table chip count, if required, at the close.

**Recorder Duties:**

- enters the table number from the "Box ID card" into the CasinoTrack system; and
- enters the number of bills, coins, and chips (if any) counted by the counter into the CasinoTrack system.

**Counter Duties:**

- counts the contents of money bin using money counting machine;
- places contents of the drop box back into the money bin along with the "Box ID Card" and passes bin to the amalgamator;
- assists sorting of chips and cash as needed.

**Amalgamator Duties:**

- receives cash or chips from counter in money bin;
- verifies that all bills are of the same denomination;
- uses a counting machine to verify contents of the money bin and advises count room supervisor of the amount by denomination;
- amalgamates all cash or chips in count room by denomination into bundles of one hundred after receiving confirmation from the count room supervisor that the totals from both counts match.

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