



## Volunteer Information Guide

### Basic rundown of the night

Activity	Time	Location
Parking	Up to two hours prior to game start	Free in LOT 8 for volunteers on the parking list
Check-in	Up to two hours prior to game start	Gate 3
Selling	Up to two hours prior to game start until the end of the first intermission	Assigned location within the building
Cash-out	At the end of the first intermission until you finish – but should be done no later than the beginning of the third period.	LOWER GATE 2: Emperor Room(s)

### Parking and Checking

- We need to know if you will be volunteering and parking with us by noon one day prior to game days, except for games falling Sat-Mon. This allows us ample time to provide parking services with your names as well as send out additional notes if volunteer seller response rate is low. We ideally look to have 50-60 volunteer sellers each game night.

Day of the week game falls on	Please provide your notice of intent to volunteer and park car to Foundation (Nicole)	Our deadline to provide parking and volunteer details to building management
Monday	Friday of prior week at noon.	Monday 9 a.m.
Tuesday	Monday (one day prior) at noon	Tuesday 9 a.m.
Wednesday	Tuesday (one day prior) at noon	Wednesday 9.a.m.
Thursday	Wednesday (one day prior) at noon	Thursday 9.m.
Friday	Thursday (one day prior) at noon	Friday 9.m.
Saturday	Thursday (one day prior) at noon	Friday 9.m.
Sunday	Thursday (one day prior) at noon	Friday 9.m.

- Free parking in LOT 8 for volunteer sellers. There is a shuttle bus service available that picks people up and drops them off at the various GATES.
- GATE 3 is where 50/50 volunteer sellers will need to register with security then proceed to GATE 2 to pick-up event passes and tickets. Volunteers are welcome to arrive up to two hours prior to game start time.

- When you arrive at GATE 2 make sure you:
  - Pick up an apron and shirt (uniform)
  - Have event day pass (allows you access to the building)
  - Receive your section assignment this will be the area you are assigned to sell in (50/50 staff can provide more details on your assigned area)
  - Receive 50/50 tickets (make sure to check your ticket to confirm the amount we've said we've given you is correct)
  - Seller number (this is an important number to remember and will also be listed on your event pass)
  - Prepare your cash float (it is recommended that you start with a small float in \$5 and %10 dollar bills. Floats are not provided by the Sens Foundation and are optional)

- New volunteers are asked to identify themselves as they arrive so we can spend a few minutes reviewing some important points and answer any questions you might have.

### Selling 50/50 tickets

- This year's nightly jackpot can be as much as \$20,000.
- 50% goes to winner, 50% goes to local children's charities like Roger's House.
- When selling strips of tickets, split the stripe vertically. Give the purchaser the half of the ticket with the BLACK print and keep the strip with the RED print – other ways to ensure you keep the correct side:
  - we've tied the side that goes into the raffle drum together
  - RED means STOP – don't sell
  - on the back of the side you need to keep the ticket reads – NOT FOR SALE
- Please completely sell one bundle of tickets prior to moving onto the next bundle of tickets.
- A Senators Foundation staff person will regularly check on you to see if you require more tickets, have any questions, and will pick up your fully sold bundles of tickets.
- Be Vocal! Please note that according to the building policy, you cannot go up to individuals and ask if they would like to buy, BUT you can stand in the concourse and yell "50-50 tickets".
  - Some good catch phrases are:
  - "Get your 50-50 tickets. Fourteen for \$20, Seven for \$10, Three for \$5."
  - "Help support the Ottawa Senators Children's Charities".
  - "At the last home game, our winner took home \$\_\_\_\_\_. Get your tickets for tonight's draw".
- All money should be kept in your apron.
- If you are starting to feel uncomfortable with the amount of money piling up in your apron, feel free to bring it down to the Emperor Rooms at LOWER GATE 2. A Sens Foundation staff member can take your money and put it in the safe until you return from selling.
- Be sure to let everyone know that during the first intermission is their last chance to buy 50-50 tickets.

- Winning number is announced in the bowl during the third period and posted on scoreboard, on 50/50 Kiosks located at Upper Gate 1, at Gate 2, at guest services located at section 201 and all guest services staff (people in the red jackets) can access the number people in the red jackets. The winner's number and name is also posted on our Website: [www.ottawasenatorsfoundation.com](http://www.ottawasenatorsfoundation.com)
- The winner has one hour post game to claim prize at guest services located at section 201.
- Stop selling your tickets at the end of the first intermission and return to the Emperor Rooms at LOWER GATE 2. It's very important to come down after the first intermission. We have limited time to count all the money, make an announcement and get the money to the winner by the middle of the 3<sup>rd</sup> period.

Please note the following actions may result in the loss of our lottery license, therefore we kindly ask you do not:

- volunteer to sell 50/50 tickets if you are under the age of 16. If under 16 years of age, we can find alternative volunteer roles within the 50/50 program if you are interested in volunteering your time.
- pre-split the strips of 50/50 tickets.
- sell both sides of the 50/50 tickets.
- combine denominations (i.e. do not separate green or pink tickets to sell singles).
- give/trade/sell any of your 50/50 tickets to other sellers (ticket numbers are tracked to specific sellers by their serial number. We must be able to track and reconcile 50/50 tickets the entire night).
- sell from the middle of the 50/50 tickets bundles.
- drink alcohol while engaged in 50/50 volunteer activities.
- buy 50/50 tickets on evening you are volunteering. People residing at the same address are also ineligible to buy 50/50 tickets on the nights you are volunteering.
- change 50/50 tickets pricing – prices must remain seven tickets for \$10 and three tickets for \$5.
- sell to anyone under the age of 18 – use your own discretion.
- split your sold tickets – we've started to tie these together and they must remain intact in their bundle so we can track and audit the tickets before they go into the raffle drum.
- place unsold tickets in the "raffle drum".

We've been asked by the building management team to avoid the follow activities:

- selling 50/50 tickets in restaurants, with except the Penalty Box located on the 400 level.
- selling 50-50 tickets in the arena bowl while the game is in play or during intermission shows – please only sell in the bowl prior to game start and during first intermission if there is no show taking place.
- standing behind the ushers or security people in the tunnels.
- 50/50 volunteers wearing other team jerseys.
- approaching people directly/aggressively to buy 50/50 tickets.

#### "cash-out" process

- Proceed to the Emperor Rooms at LOWER GATE 2 at the end of the first intermission.
- Drop off all tickets to the Sens Foundation staff outside of the Emperor Rooms.
- A Sens Foundation staff member will count your UNSOLD tickets and make note on your cash out sheet.
- With your sheet, you will enter the room and pick up a bin, pen and calculator.
- Complete your cash out sheet.
- When sorting your bills during cash-out, please place denominations together (fives together, tens together, etc.) with "heads up". It makes it much easier to count, especially when time is limited.
- When your cash out sheet is complete and balanced, sign it, place all money in the bin, proceed to the bin drop off stations and hand the bin in with your cash out sheet.
- You are now free to grab some dinner (which will be provided), grab a seat to watch the remainder of the game on the BIG Screen, proceed to game if you have game tickets (40 tickets to each game will be made available to volunteer 50/50 sellers), go home if you wish, basically the night is now yours as your volunteer duties are now officially over.

#### Post-game

- Look to receive an email from us with the nightly result, who sold the ticket and in what section.
- Provide feedback as to how the experience was – it's the only way we can improve things.
- Stay tuned for news and other important information to come your way via email.