

Essential Skills Summary – BINGO CALLER/CHECKER

The most important Essential Skills for Bingo Caller/Checkers are:
Oral Communication, Numeracy

Bingo Caller/Checkers interact with customers playing in the Bingo area. They call bingo, check winning cards and may sell paper products. They are also responsible for the operation of Bingo and bingo gaming equipment.

Typical Level & Most Complex	How Bingo Caller/Checkers use Essential Skills
A. READING TEXT	
1-2	Bingo Caller/Checkers read memos, staff schedules, messages on the bingo system and procedures manuals. Callers read “procedural spiel” script and follow the bingo system instruction.
B. USE OF DOCUMENTS	
1-2	Bingo Caller/Checkers read cashier exchange slips, break schedules, customers’ winning bingo cards. They fill out discrepancy reports, complete bait money forms, keep tally on accumulated bingo specials.
C. WRITING	
1-2	Bingo Caller/Checkers sign in, write discrepancy reports.
D. NUMERACY	
1-2	Bingo Caller/Checkers may sell bingo paper products for the Bingo area; may calculate U.S. exchange rate; balance their floats and cash out at the end of the shift; keep a running tally of the cumulative prizes.
E. ORAL COMMUNICATION	
1-2 3	Bingo Caller/Checkers consult supervisors, coach volunteers, interact with a broad audience of customers, and deal with complaints. They give information by phone. Callers address a large and demanding audience; explain the house rules and outline new games clearly.
F. THINKING SKILLS	
1-2	Bingo Caller/Checkers work in a large public area where quick thinking and “crowd control” are needed.
G. WORKING WITH OTHERS	
	Bingo Caller/Checkers negotiate how best to place staff to cover needs, keeping in mind experience of staff members. They schedule breaks so that the floor is always attended.
H. COMPUTER USE	
2	Bingo Caller/Checkers enter and retrieve data from computerized bingo systems.
I. CONTINUOUS LEARNING	
	Bingo Caller/Checkers learn from co-workers, attend training seminars through the organization.
J. OTHER INFORMATION	
	Bingo Caller/Checkers are on their feet a lot; callers need manual dexterity to handle the balls.