Canadian Gaming
CENTRE OF EXCELLENCE
INFINITE POSSIBILITIES

ESSENTIAL SKILLS PROFILE

BINGO VOLUNTEER COORDINATOR

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Essential Skills are the skills people need for work, learning and life.

Human Resources and Skills Development Canada have identified nine essential skills that are the foundation to success in today's workplace.

They provide the foundation for learning all other skills and enable Gaming employees to evolve in their jobs and adapt to workplace change.

Without adequate levels of Essential Skills, employees' productivity, training and career options in Gaming may be limited.

Essential Skills are critical to the Gaming Industry.

HIT THE JACKPOT… BET ON A CAREER IN GAMING

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BINGO VOLUNTEER COORDINATOR

The most important Essential Skills for Bingo Caller/Checkers are:

- **Oral Communication**
- **Numeracy**
- **Computer Use**

INTRODUCTION

Bingo Volunteer Co-ordinators are responsible for the co-ordination, training, accounting, and control of the volunteers during the bingo events assigned to volunteer groups.

BINGO VOLUNTEER COORDINATOR - READING TEXT

READING TEXT

Refers to reading memos, schedules and procedure manuals.

Reading Text is an Essential Skill that all Casino employees need to:

- *Read bulletin boards for memos, job openings, general announcements and training opportunities*
- *Read procedure manuals, maintenance manuals and MSD sheets*
- *Read casino entertainment and special event information to pass along to customers*

A. READING TEXT

Tasks	Complexity Level	Examples
		Bingo Volunteer Co-ordinators: • read memos from supervisors posted at sign in. For example, training opportunities, information about specials. (1) • read and refer volunteers to price list of Bingo products. (1) • read letters. For example, from the Payroll office. (1) • read/refer to procedures manuals. (2)
Typical	1-2	
Most Complex	2	

Reading Profile

Type of Text	Purpose for Reading			
	To scan for specific information/ To locate information.	To skim for overall meaning, to get the "gist".	To read the full text to understand or to learn.	To read the full text to critique or to evaluate.
Forms	>>		>>	
Labels	>>			
Notes, Letters, Memos		>	>>	
Manuals, Specifications, Regulations			>>	
Reports, Books, Journals				

The symbols >, >> and >>> are explained in the **Notes** section.

BINGO VOLUNTEER COORDINATOR - DOCUMENT USE

DOCUMENT USE

Refers to understanding documents that have a combination of words, numbers, symbols, colors and shapes together.

Document Use is an Essential Skill that all Casino employees need to:

- *Scan flow charts to learn sequencing of simple tasks and processes*
- *Complete forms, procedural checklists and end-of-day reports*
- *Identify WHMIS and other casino workplace symbols, icons and directional signs*

B. USE OF DOCUMENTS

Tasks	Complexity Level	Examples
		Bingo Volunteer Co-ordinators: • keep worksheets to track volunteers' cash return and product return. (1) • prepare floats, bait money slips, paper product slip ensuring that name, session, time and date are accurate. (2) • refer to listing Bingo products price list. (1) • maintain a master worksheet, double checking every day on the product supply for Bingo papers. (1) • read shift schedules, time-off requests. • read the labels on cards, organize stock. (1) • record weekly inventory. (2)
Typical *Most Complex*	1-2 2	

Document Use Profile

Bingo Volunteer co-ordinators:

>> read signs, labels or lists.

>> complete forms by marking check boxes, recording numerical information or entering words, phrases, sentences or texts of a paragraph or more. For example, fill in master worksheet.

> read completed forms containing check boxes, numerical entries, phrases, addresses, sentences or texts of a paragraph or more. For example, in collaboration with another volunteer co-ordinator or after a shift change.

>> read tables, schedules and other table-like text. For example, read and re-work shift schedules.

>> enter information on tables, schedules, or other table-like text.

The symbols >, >> and >>> are explained in the **Notes** section.

WRITING

Refers to understanding documents that have a combination of words, numbers, symbols, colors and shapes together.

Document Use is an Essential Skill that all Casino employees need to:

- *Scan flow charts to learn sequencing of simple tasks and processes*
- *Complete forms, procedural checklists and end-of-day reports*
- *Identify WHMIS and other casino workplace symbols, icons and directional signs*

C. WRITING

Tasks	Complexity Level	Examples
		Bingo Volunteer Co-ordinators: • accurately enter numerical information on forms. (1) • write comments for the report on the volunteer groups. (2) • may write notes to manager. (1)
Typical	1-2	
Most Complex	2	

Writing Profile

Length	Purpose for Writing						
	To organize/ To remember	To keep a record/ To document	To inform/ To request information	To persuade/ To justify a request	To present an analysis or comparison	To present an evaluation or critique	To entertain
Texts requiring less than one paragraph of new text	>>	>>	>				
Texts rarely requiring more than one paragraph							
Longer texts							

The symbols >, >> and >>> are explained in the **Notes** section.

NUMERACY

Refers to using numbers and thinking in quantitative terms. (counting cash, calculating winnings)

Numeracy is an Essential Skill that all Casino employees need to:

- *Calculate winnings according to placement of chips, betting odds and values assigned to chips*
- *Count cash in opening and closing balances and customer transactions*
- *Estimate time required to complete tasks*
- *Estimate crowd flow*
- *Measure, calculate and use ratios to mix cleaning solutions and compounds*

D. NUMERACY

Tasks	Complexity Level	Examples
		Bingo Volunteer Co-ordinators: • sign out float for the session, distribute cash and product to volunteers, count cash and product returned.
>> Money Math	2	
>> Scheduling or Budgeting/ Accounting Math	2	• oversee volunteers selling of bingo paper products.
>> Data Analysis Math	2	• record returns from each volunteer and compare to variance report returned by computerized system the next day. • analyze records to find discrepancy.
>> Numerical Estimation	1	• estimate the volume of a crowd, the need for paper product.

The symbols >, >> and >>> are explained in the **Notes** section.

Math Skills Profile

a. Mathematical Foundations Used

Number Concepts:		
Whole Numbers	>>	read and write, count, round off, add or subtract, multiply or divide whole numbers. For example, do physical count of cash returns.
Rational Numbers - Decimals	>>	read and write, round off, add or subtract decimals, multiply or divide by a decimal, multiply or divide decimals. For example, recording and calculating dollars and cents.
Rational Numbers - Percent	>>	read and write percentages, calculate the percent one number is of another, calculate a percent of a number. For example, calculate the 25% and 50% of product sales to determine Bingo Special prize money.

Patterns and Relations:		
Equations and Formulae	>>	use formulae by inserting quantities for variables and solving. For example, calculate exchange on US dollar; wicket return = issued product - returned product * cash.

b. How Calculations Are Performed

Bingo Volunteer Co-ordinators make calculations:

> in their head.

> using a pen and paper.

>> using a calculator.

>> using a computer.

The symbols >, >> and >>> are explained in the **Notes** section.

c. Measurement Instruments Used

Bingo Volunteer Co-ordinators measure:

>> time – using a watch or clock to keep track of the sessions, be aware of when volunteers are on the floor and when cashed out.

>> weight or mass – using a coin weigher to check value of the rolls of coin and a bill counter.

The symbols >, >> and >>> are explained in the **Notes** section.

ORAL COMMUNICATION

Refers to talking to exchange information. (explaining Gaming rules and Casino information to customers.

Oral Communication is an Essential Skill that all Casino employees need to:

- *Educate customers about responsible gaming and ensuring anyone who is having difficulty gets the assistance that they need*
- *Explain casino information, services, gaming products and gaming rules to customers*
- *Ask questions to clarify job tasks and expectations*
- *Speak respectfully to customers and co-workers when dealing with complex issues or resolving conflicts*

E. ORAL COMMUNICATION

Tasks	Complexity Level	Examples
		Bingo Volunteer Co-ordinators: • brief small groups of volunteers about duties and procedures following a set speech of about 15 minutes. (2) • answer questions, ensure message is understood, remain patient and approachable to volunteers. (3) • enforce rules when necessary. (2) • deal with language barriers. For example, non-English speakers in group or group unwilling to take instruction. (3) • build and maintain relationship with regulars. (1) • placate customers and take down information when customers claim they are short-changed by volunteers. (2) • deal with any and all customer concerns. (2) • keep a cordial team relationship with co-workers. (1) • co-operate with co-workers and other departments to track errors. (2) • give out information about Bingo programs by tele-phone. (1)
Typical	2	
Most Complex	3	

Modes of Communication Used:

Bingo Volunteer Co-ordinators communicate:

>> in person.

>> using the telephone.

>> using a two-way radio or other such means.

The symbols >, >> and >>> are explained in the **Notes** section.

Environmental Factors Impacting Communication:

Bingo Volunteer Co-ordinators have to contend with busy, noisy periods when groups change over.

BINGO VOLUNTEER COORDINATOR - ORAL COMMUNICATION (continued)

Oral Communication Profile

	Purpose for Oral Communication											
Type	To greet	To take messages	To provide/ receive information, explanation, direction	To seek, obtain information	To co- ordinate work with that of others	To reassure, comfort	To discuss (exchange information, opinions)	To persuade	To facilitate, animate	To instruct, instil understanding, knowledge	To negotiate, resolve conflict	To entertain
Listening (little or no interaction)												
Speaking (little or no interaction)	>>											
Interact with co-workers		>>	>>	>>	>>		>					
Interact with those you supervise or direct	>>		>>	>>	>>							
Interact with supervisor/ manager			>>	>>								
Interact with customers/ clients/ public			>>									
Interact with suppliers, servicers												
Participate in group discussion												
Present information to a small group										>>		
Present information to a large group												

The symbols >, >> and >>> are explained in the **Notes** section.

THINKING SKILLS

Refers to the process of evaluating ideas or information to reach a rational decision. Thinking Skills includes problem solving, decision making, job task planning and organizing, significant use of memory and finding information from text, people and computerized data-bases.

Thinking Skills are Essential Skills that all Casino employees need to:

- *Assess a situation and react appropriately*
- *Evaluate if currency seems suspicious*
- *Prioritize the order in which tasks are completed by considering deadlines and resources*

F. THINKING SKILLS

1. Problem Solving

Tasks	Complexity Level	Examples
		Bingo Volunteer Co-ordinators:
Typical *Most Complex*	1-2 2	• inform supervisor and fill in when volunteer group is late or does not show up. (1) • deal with volunteers who behave inappropriately. (2) • track large discrepancies in volunteers balance seeking miscounts and misapplication of procedures. (2) • do tracking manually when computer goes down. (2)

2. Decision Making

Tasks	Complexity Level	Examples
		Bingo Volunteer Co-ordinators:
Typical *Most Complex*	1	• decide on when to call on supervisor to deal with dissatisfied customers. (1)

3. Job Task Planning and Organizing

Complexity Level	Description
2	**Bingo Volunteer Co-ordinators:** • deal with a lot of different groups of people. They prepare sets of different Bingo paper products before the session. • organize physical areas, putting up and taking down indicators. • prioritize important tasks of volunteers and staff.

4. Significant Use of Memory

Examples
Bingo Volunteer Co-ordinators: • learn formulas and repeated calculations. • memorize their instructions to volunteers. • know products and procedures by heart.

5 Finding Information

Complexity Level	Description
1	**Bingo Volunteer Co-ordinators:** • usually refer to their supervisor when seeking information.

WORKING WITH OTHERS

Refers to employees working together to carry out tasks.

Working with Others is an Essential Skill that all Casino employees need to:

- *Co-operatively work with others to exceed casino service standards*
- *Coach and mentor new employees*
- *Make suggestions on improving teamwork and casino service (break schedules, shift times)*
- *Co-operatively work with others to repair casino equipment*

G. WORKING WITH OTHERS

Bingo Volunteer Co-ordinators are constantly working with the volunteers as they deal with the sale of paper bingo cards.

Participation in Supervisory or Leadership Activities

Bingo Volunteer Co-ordinators:

>> have opportunities to make suggestions on improving work processes.

>> monitor the work performance of others (volunteers).

>> inform other workers or demonstrate to them how tasks are performed.

> may assign routine tasks to other workers.

The symbols >, >> and >>> are explained in the **Notes** section.

COMPUTER USE

Refers to the variety and complexity of computer use within the employees' position.

Computer Use is an Essential Skill that all Casino employees need to:

- *Enter data into various computerized tracking systems and databases*
- *Use email to communicate with others*
- *Use document and spreadsheet software to prepare, edit, manipulate and analyze Information*
- *Manage department electronic files*
- *Use a variety of electronic devices and resolve basic technical difficulties*

H. COMPUTER USE

Complexity Level	Computer Use
1-2	**Bingo Volunteer Co-ordinators:** • use word processing to write draft reports or e-mails. (2) • enter information. For example, attendance count, adjustment for multiple winners, daily bonus sheet, bonus prize winners. (1)

Computer Use Profile

Bingo Volunteer Co-ordinators:

>> enter data and read printouts from the computerized system

>> may use word processing. For example, to access e-mail if required.

>> may prepare the daily bonus sheet from computerized system.

CONTINUOUS LEARNING

Refers to the ongoing process of acquiring new skills and knowledge and applying them in the workplace.

Continuous Learning is an Essential Skill that all Casino employees need to:

- *Identify training opportunities that are available*
- *Learn about new casino equipment, products, services and procedures*
- *Identify and understand skill strengths and the areas where improvement is needed to become successful in other casino positions*
- *Use newly learned skills and knowledge to improve work*

I. CONTINUOUS LEARNING

How the Learning Occurs

Learning may be acquired:

> from co-workers.

>> through 2-3 days training offered in the workplace.

>> through seminars offered by the organization.

The symbols >, >> and >>> are explained in the **Notes** section.

J. OTHER INFORMATION

In addition to collecting information for this Essential Skills Profile, our interviews with Bingo Volunteer Coordinators also asked about the following topics.

Physical Aspects	The Bingo Volunteer Co-ordinators interviewed mentioned these physical aspects of their jobs. **Strength** - Volunteer Co-ordinators may handle paper product from their own warehouse which involves lifting and carrying. They also need manual dexterity for keyboarding and handling (counting) paper product.
Attitudes	Bingo Volunteer Co-ordinators must be open-minded, outgoing, and patient.

Notes

Throughout this document, the following codes have been used:

>>> indicates that most respondents use that skill
>> indicates that some respondents use that skill
> indicates that few respondents use that skill
indicates that none of the respondents use that skill