

NEW VOLUNTEER SHADOWING CHECKLIST

Please **PRINT** Name of Trainee: _____

Name of Trainee's Organization: _____

PRINT Name of Experienced Volunteer Helping Trainee: _____

Name of Experienced Volunteer's Org: _____

Today's Date: _____

It is the experienced volunteer's responsibility to oversee the new volunteer's on the job experience at Delta Gaming Centre. The trainee should remain with the experienced volunteer for the entire shift so s/he can understand what the experienced volunteer says and does and learns where things are located.

This is especially important at the beginning and at the end of the shift when the experienced volunteer can assist the trainee with their administrative tasks, as well as the cleanup. Having the trainee shadow the experienced volunteer will ensure that the trainee practices each task confidently and independently.

The experienced volunteer should do the following tasks first, and then allow the new volunteer to complete them. This helps build confidence with the new volunteers.

Please complete entire checklist, sign and PLACE IN THE SIGN IN BINDER UNDER COMPLETED SHADOWING CHECKLIST TAB.

Task	Description	✓
Sign-In Volunteer Binder	Knows where Sign in Binder is located and where to sign in on the correct dated page and for the correct time of scheduled assignment .	
Laminated Reference Card	Receives reference card and is shown where the full descriptions of the tasks are kept (in volunteer sign in binder)	
Display Charity Posters	Knows where both posters are stored (closet by snack bar and blue cabinet by Charity Director's office) and how to display them on easels at each door. Charity uniforms are also kept in these places.	
First Name to Staff	Completes caller information form to give name to the staff member. Circle the room you will be responsible for to help staff identify you. Delivers form to the caller. Let's the caller know there is a new volunteer in training.	

Appropriate Attire	Is following dress code. New Volunteers have 45 days from today to comply with logoed clothing.	
Charity Director	Knows where Charity Director's office is located	
Responsible Gambling	Knows where Responsible Gambling Kiosk and resources are located	
Welcoming Customers	10:30am & 5:30pm shift each volunteer should be at one of the doors standing beside their poster welcoming and assisting customers until bingo begins	
Facilities	Can locate the 3 ATMs, 2 sets of washrooms, lottery area, staff room, Tap N' Play area	
Call Back Bingos	Confidently calls back the last 4 digits on winning Gecko card and entire number of winning paper cards, while facing the overhead microphones. Knows to wait for caller to call their name. Calls back all bingos for the customer (if multiple bingos). Stays with customer with a winning bingo on paper until staff come and pay the winner.	
Recycling	Knows what and where to recycle. 2 garbage/recycling stations in each room	
Returning Refundable Bottles/Cans to Snack Bar	Knows where to put any bottles or cans that can be returned for a refund. Snack bar staff can help with this. DO NOT RETURN ANYTHING TO AREA WHERE FOOD IS BEING PREPARED – RETURN TO THE OTHER END OF THE SNACK BAR NEAR CASH REGISTER	
Cleaning/Recycling/End of Shift	Recycles and disposes as required; Non latex gloves are available at snack bar. Chairs pushed in and Geckos logged off at end of shift	
Store Charity Posters	Returns both posters to storage locations at end of shift	
Sign-Out Volunteer Binder	Signs out when leaving shift in the volunteer binder. Make sure binder remains in the filing cabinet drawer in charity area.	

Please complete entire checklist, sign and PLACE IN THE SIGN IN BINDER UNDER COMPLETED SHADOWING CHECKLIST TAB.

Signature of Trainee

Signature of Experienced Volunteer

Revised March 2023