

TICKET SELLER DUTIES

Welcome to the Rotary Dream home Ticket Sellers group. Sellers are the public face of Rotary on the grounds. It is important that they dress Western and wear their aprons, buttons and badges when in the sales booth. Sellers handle the sale of Dream home tickets and the income from ticket sales. When you follow the Seller procedures listed below, things should go smoothly and you should enjoy the experience.

Please report for duty at the Dream Home office 1/2 hour before your selling shift starts. Introduce yourself to the Day Captain who will direct you to the cashier's counter where you will receive your aprons, buttons and badges, ticket bag, tickets, cash float and VOID sheets. Review and understand your ticket package with the cashier before you sign off. Make sure one volunteer in your booth knows how to run the Moneris credit machine, how to get print outs of transactions and process the end of shift POS print out. An instruction sheet will be in each booth.

Blue cooler bags and freezer packs are available. Take what food and drink you and your co-sellers need for your shift. Get directions to your selling booth location and head out.

Remember, your bags, tickets and floats are assigned directly to you. Please do not share cash or tickets with other sellers. If you need more tickets call the Dream Home office using your walkie talkie. Keep your cash and POS slips in your apron at all times when in the booth. If you leave the booth temporarily, put your apron and tickets out of site under the counter.

Information about the features of the Dream Home and the work that Rotary does with our share of the ticket revenues is available in the sales booth. Become familiar with this material so you can answer questions from the public and help them make an informed ticket purchase.

Stampede goers will want to find the nearest printer booths, ATM, washrooms, and, Nashville North. Know where these points of interest are located.

Each volunteer will have their own personal selling style but you are encouraged to reach out and engage potential ticket buyers.

- Eye contact is important, Western dress, apron, buttons and badges should help
- Engage the customer in conversation. A smile and cheery attitude are appreciated by all
- try a CARNEY approach line, or a more subdued but still effective personal approach
- Customers vary and you should try to be selective in your approach

ROTARY CLUB OF CALGARY SOUTH DREAM HOME

It can be effective to have a friendly competition among the sellers. Have fun and Sell. Sell .Sell.

When your shift is over and you have been relieved by a new team of sellers, gather your tickets, cash and POS receipts and head straight to the Dream home office. If you are on a closing shift, you need to tidy the booth, empty the small waste cans into the larger Stampede bins, collect all the items left behind, lock up the POS machine, turn out the lights and close the shades

To cash out at the Dream Home office you will need to sort and count your cash and POS slips, separate out the cash float in small bills and report to the cashier with apron, tickets, cash and POS slips and finally, from one seller, the POS close out from your booth. The cashier will carry out a detailed review of your check in and when satisfied will print out a Cash-out Summary sheet to be signed by the cashier and you the seller.

Many thanks for your help, and, if there is time you can now go Stampeding.