

# FLOOR

## CHECKING CLAIMS (MAIN SESSION)

When you're working on the floor, you will need to be prepared to check any paper claims for customers.

- The first part of checking a claim is to make sure that the last number called definitely appears on the ticket – this makes sure it is a valid claim.
  - You should be listening out for the numbers called, if you miss it for any reason, the number will be displayed on the main board.
  - Remember that the numbers are in columns from left to right across the ticket:
  - Using the microphone, read out the following to the caller on stage:
    - The Perm Number** (located on the left side of the ticket) – the caller will type this number into the computer to display the ticket on the screens around the hall
    - The **colour of the page** or flyer (to make sure the customer is playing the right game)
    - The **type of ticket** (i.e. 10 Page book or Link Flyer)
    - The **serial number** from the front of the book (this makes sure the tickets are within the correct range of tickets sold)
- When a claim has been checked and verified by the caller you should use the customers membership card to fill out their details on the prize winner sheet – this will be given to you by the MCB controller.
  - You should then deliver the prize money to the paper winner

2244815	6		22		48	54		75		
	8		29	32		55			89	
		15		35		57	60	78		
YELLOW										
2244816	3	14	28					67	86	
		16		33				68	70	87
		19		34	44	51			73	
	↑	↑	↑	↑	↑	↑	↑	↑	↑	
	1-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-90	

## CHECKING NATIONAL BINGO GAME CLAIMS

The National Bingo Game is played for a 'straight-through full house'; these claims are checked slightly differently.

1. State that the National game ticket is being checked
2. Look for the last number called on the ticket
3. Read out the first 4 digits of the 'check number'

- This is the 'Plate No.' on the bottom right of the ticket
- The caller will repeat these numbers back to you

4. Give the last 3 numbers of the 'check number'
  - Again, the caller will repeat these back to you

5. Read the serial number for the caller.

NATIONAL BINGO GAME				
2	11	21	34	46
4	16	27	40	48
Serial No. GSA 515624			Plate No. 1208304	
NATIONAL BINGO GAME				
3	19	29	31	41
7	20	30	37	43
Serial No. GSA 515625			Plate No. 1208305	
<b>Serial Number</b>			<b>Check Number</b>	

6. When the caller has verified the claim, they will announce the prize money and whether any jackpots have been won
  - Take the ticket and the customers membership card with you to the MCB controller
  - Record the customers details on the prize winner's sheet
  - Fill out a 'Prize Winner's Receipt'
7. The details will also need to be recorded on the National Game Station (Computer)
  - This will print a receipt that will need to be signed by the customer and retained along with the National paperwork in the cash office

## CHECKING BIG LINK & CASHPOT CLAIMS

The 'Big Link' and 'Cashpot' are linked-up games played between bingo halls from throughout the UK. These games are played for a single line, double line and full house these claims are checked as follows;

1. Check that the last number called appears on the ticket.
2. State the name of the game that is being checked:
  - "Checking the Big Link Flyer"
  - "Checking the Cashpot Flyer"
3. Read the full 'check number' for the caller – this is the number on the left side of the Big Link ticket:
  - Read the first 4 digits slowly then give the last 3
4. Read the serial number from the front of the ticket
  - The caller will validate the claim
  - Prizes will be paid in cash and must be recorded on the prize winner's sheet
  - Any amount over £200 will also require a 'Winner's Receipt' which is signed by the customer to say they have received the correct amount

2247971	6		25	35				73	80
	7				41	54		78	89
		11		36	47	57	63		
<b>BIG LINK FLYER</b>									
2247972			24		44	51	62		82
	2	13	27	38		53			
		17				59	65	71	84

## CHECKING CARLTON CONNECTION CLAIMS

The Carlton Connection is a linked-up game played between Carlton Bingo clubs only. A 'Master Club' calls the numbers for this game. The Carlton Connection is played as either a flyer or a 2 or 3 Page Book and is triple chance, meaning customers play for a single line, two lines then a full house.

To check a claim on the Carlton Connection:

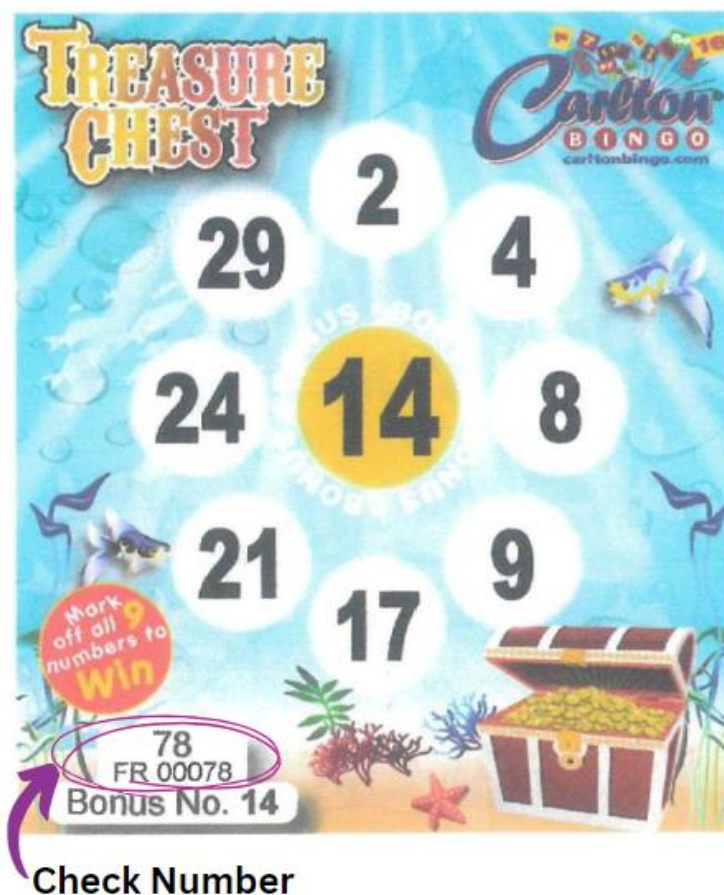
1. Check that the last number called appears on the ticket
2. Read the 'check number' to the caller;
  - Read the first 3 digits then allow the caller to repeat them back to you
  - Read the last 4 digits then allow the caller to repeat them back to you
3. Tell the caller the page colour/type of book;
  - "Mustard Carlton Connection Flyer"
  - "Violet page, 2 Page Carlton Connection"
4. Read the serial number from the front of the ticket
5. The caller will validate the claim then ask another club to 'confirm' the claim, once this is done you can take the customers membership card to the MCB desk to fill out the prize winners' sheet and a 'Prize Winner's Receipt' – link prizes are always paid in cash (in some clubs, these are paid out from the booksales area – check with your Team Leader).

2248235	1				47	54	66		85
	7	11	20			59		77	
		13	23	38			69		90
									MUSTARD
2248236		14	24	30				74	81
	2				35	48	50	76	
	5						52	63	79

## SPECIAL FLYERS (TREASURE CHEST, CASH POT, SNOWBALL ETC)

Most clubs also play special flyers throughout the sessions. These can be flyers such as the 'Snowball Flyer' or the 'Treasure Chest'. These games are straight through full house games, usually with the chance for the customer to either win a bonus or double their money by claiming on the centre number. To check these claims;

1. Check that the last number called appears on the ticket
  - The numbers on these tickets are usually in numerical order in a circular direction (Example below – 2, 4, 8, 9, 17, 21, 24, 29)
  - There will be a 'bonus number' on each ticket (Example below – 14).
  - All 9 numbers must be marked off to have a winning claim.
2. Read the 'check number' out for the caller
  - "Checking card 78 on the Treasure Chest Flyer"
3. If the last number called was the 'bonus number', the customer will win a bonus cash prize.
4. The caller will validate the claim and announce whether any bonuses have been won
5. Take the customers membership card to the MCB desk and fill out the prize winner's sheet then take the prize money to the customer.
  - If a bonus has been won, you *must* detail this on the sheet too.





## MISCELLANEOUS

All Electronic Board claims are checked from the stage. The winnings from these are paid directly to their account and will show on their board, **unless** they have won a Link or Jackpot prize – in which case they will be given a 'Prize Winner's Receipt' and paid in cash.

**All prize money must be checked before delivering to the customer.** If you are delivering prize money, you are responsible for the amount; you should **always** count any money given to you by the MCB Controller.

**False claim** – A customer may shout believing that they have a valid claim, when checked, it might not be a valid claim. You must explain to them tactfully that their claim was invalid and demonstrate why (i.e. last number called not on card).

## END OF SESSION

At the end of the session, it should be a team effort to finish up and tidy the hall:

1. Help collect zone boxes from the hall to run through the jetsort in the MCB office
2. When zones have been collected and ran through, begin pick up and cleaning of the main hall, take boards back to booksales, clearing the tables from any rubbish, picking up and putting markers away and putting seats back up.