

# FLOOR

## THROUGHOUT THE SESSION

Throughout the session it will be your responsibility to; hand out change to customers, deal with any customer queries, check claims and deliver prize money.

1. Before CashCard begins, you should collect a float of £100 from the MCB controller – this will be a single, full, coin tray.
  - You should check the tray is full **before** you leave the MCB area, once you have removed the float it becomes your responsibility.
2. Throughout the CashCard games, customers will raise their hands if they want change. They will often hold a 'note' in the air with amount they are looking for, otherwise they may raise their hand and leave the 'note' by the edge of their table. You will swap their note for coins from your float;
  - You should be walking around the room in preparation for this.
  - Customers should be served quickly and politely; they should always have enough change to play any game they would like.
  - It is good practice to repeat the amount back to the customer as you swap the change, this avoids any errors.
  - You are responsible for holding the notes securely and ensuring that your float is a full £100 when you return it to the MCB controller.
3. You may be asked to hand out cash prizes from CashCard games, if so, you will be responsible for counting these and delivering them to the correct customer;
  - The MCB controller will make up the correct prize amount, this will either be put into a cup/envelope or sat on the counter with a receipt.
  - You should check that the cash amount matches the amount on the receipt then deliver it to the table number detailed on the receipt.
4. When the last game of CashCard is being played, return your float to the MCB controller and pick up a microphone ready for the Mainstage bingo to begin.