

MAIN STAGE CALLING

PROBLEMS THAT MAY OCCUR

There are several problems that may occur whilst calling main stage:

Invalid claims - If you check a claim and it isn't valid you must let the customer know. There could be a few scenarios where a claim is invalid, they could be;

- LATE CLAIMS

- Once you start to say a number you must finish that number.
- If a customer shouts once you have started the next number, you still have to check the claim.
- If it is invalid you must let them know, you do this by saying:
"Unfortunately, this is not a valid claim, the check number does not appear on the ticket" - This explains to the customer why the claim isn't valid.

- INCORRECT CLAIMS

- If the customer calls for two lines but they only have a single line claim, you would say:
"58 does appear on that card but that only completes a single line, we are playing for two lines so the claim is invalid, are there any more claims on 58 for the two lines?"

- TWO PAPER CLAIMS WITH THE SAME PERM NUMBER

- If there are two claims with the same perm number and you have entered the number twice a message will come on the screen saying **"card already checked"**, you need to get the floor person to ensure that the page colour the customers are playing is the correct one and that they are also playing the correct book. The floor staff member will identify which one is the invalid claim, they must then explain to the customer why it is an invalid claim.

Generated The Next Number but Not Called It

- If you have generated the next number but not started calling it when a customer shouts you need to regenerate the previous number and validate the claim.
 - o To do this you need to click the 'Recall Button' on the stage to go back to the previous number. This will allow you to validate the claim. **Only if you haven't started calling the next number.**

You Call an Incorrect Number

- If the number you have called is different from the number you have generated (the number on the screen), i.e. if you say 53 in error and the actual number is 35 you must correct yourself and highlight this error to the customers. There are 2 possible options for what to say, this will be different whether the number you said by mistake has already been called out or not.
 - o If the number called in error **is out** you should say, *"Sorry, the correct number is 35, the number 53 has already been called; the last number called is 35, we are still looking for the line"*
 - o If the number called in error **isn't out** you should say, *"Sorry, the correct number is 35, the number 53 isn't out yet, 35 was the last number called, we are still looking for the line"*.

Check Back

- If a customer thinks they have missed a number during the game the caller can give a check back, this cannot be done however after the single line has been validated.
 - o To do a check back you must read out all the numbers called in numerical order leaving the last number called till last; For example, *"The numbers called so far are, 12,22,27,43,56 and the last number out was 5, we are still looking for the single line your last number was 5 and your next"*.

Missing The Link

- If the Link timer runs out and you don't go live in time for the link games, these will start without you. If this happens you need to let the booksales department know so that they can calculate in house prize money.
- You will need to explain to the customers that the game is going to be played in house and that the prize money will be changed accordingly.

Resetting The Game Early

- If you reset the game too early, i.e. after the single or two lines there is a way to fix this:
 - o On the callers keyboard you would press 'MENU' then '7' to cancel reset.
 - o This will take you back to the page that you were on.
 - o You should select the game you are playing (i.e. 2 lines or full house) – this will ensure the electronic boards are set to the correct game and you can continue to generate numbers.

This can only be done if a number hasn't been generated on the next page.

If a number has been generated, it is the mangers discretion as to what to do with the prize money that wasn't paid out.

National Jackpot Server Down

If the jackpot server is down you need to play the national in house, with no jackpots in play. To revert this game to an in-house game you would first:

- Select the national game by clicking 'Change Book' on the caller's keyboard
- Then 'MENU', then '2' for offline jackpots
 - o Then 2 again to cancel jackpots
 - o If asked "are you sure?" click Yes

Always let the customers know this is an in-house game and that there will be no Jackpots. The cashier will let you know the in-house prize money.