

SALES GROUP COMPLIANCE REQUIREMENTS

Please keep in mind that all Individuals selling Dream Home Lottery Tickets are representing their Group and the Rotary Clubs of Grande Prairie during their shifts. The Dream Home Management Team reserves the right to remove any individual who fails to comply with any of the following compliance requirements.

Even experienced ticker sellers are to review these short training videos.

<https://winadreamhome.ca/training/> Once done, please submit your name and club name as the Dream Home office tracks who has completed training.

Where is the home? <https://winadreamhome.ca/the-home/hours-directions/>

All individuals selling Dream Home Lottery Tickets MUST:

- Must be comfortable using a computer and speaking with members of the public.
- Behave in a professional and friendly manner during their shift.
- Dress appropriately for the venue and task. Business casual is a good standard.
- Watch all current training videos and confirm same.
- Arrive on time (10 minutes prior) for assigned shifts and remain for the duration of the shift. 'On time' means being on-site and ready at the beginning of the shift.
- Refrain from bringing food or eating during their shift
- Be 18 years of age or older.
- Remain focused on their assigned tasks and duties during their shifts.

Anyone acting as a Captain, MUST attend training

Part of our job is to upsell. Please ask clients "Do you also want the Cash Jackpot 50 50?" Almost all buy them when asked. The same goes for the Cash Cow Calendar – win cash weekdays in May. And packages. This makes McDonald's successful "Want fries with that?". Please suggest them.

Every purchase is to be recorded in the tracking sheet for backup. The transaction ID #, amount, and payment type are to be filled in. Fill in the name and phone number ONLY for the tickets paid for in cash.

Be proactive when possible. Look people in the eye when they come by—we are there to sell.

As a volunteer, it's important to review the manual provided on-site for any special updates and important notices.

If there is an issue, your captain is your first point of contact, if issue cannot be resolved please call or text Crystal at 587-434-9613 or email crystal@gowave.ca . We never want a customer to leave or wait too long, or they will not want to come back to buy tickets. Most issues can be fixed by a phone call.

The Dream Home washroom is at the end of the driveway, plan accordingly.

NOTES FOR CAPTAINS:

Captains are responsible for ensuring that all volunteers are comfortable using the computers and sales sheet. Captains should know that if a volunteer cannot work on the computer, then it is the captain's responsibility to go to the sales site and help or take their place if they cannot do so.

If at all possible, Captains should work the first shifts. Which gives you the opportunity to run through the shift and make training the rest of the week Easy Peezy.

All shifts must be filled. If, for some reason, someone can not make it and you can't find a replacement, please notify us.

At the end of the day, it's crucial to ensure that you balance your sales. You can do this by performing a "settlement" via the terminals, closing the batch, and printing off a detailed report. Please refer to the training video for more information. Additionally, you must make sure that your sales balance with the money collected. Fill out a brown envelope and insert all cash and receipts. Please indicate any special instructions or issues outside the envelope.

Every evening, please text or email a photo of the envelope and whether or not you balanced to whichever Dream Home Management Team Member is assigned to your group.

Lastly, please remember you are taking the envelope home with you each night and we will collect from you at the end of the week. If this is a concern for you, please let us know.

Thank you on behalf of the Dream Home Management Team