

CASHCARD OR 'MECHY' BINGO

PROBLEM SOLVING

When calling Cashcard Bingo, there are a few problems that may occur; we have listed some of the common one below.

- **Auto Caller Stops Working or 'Goes Down'**
 - If Auto caller goes down the first action would be to call the game manually – this ensures the customers aren't missing out
 - Ask your Team Leader to show you how to do this
 - Next, you should reset the auto caller server.
 - This may be located in different places in each club - Get your team leader to show you where this is located and how to reset it.

- **Generated more than one number.**
 - If you click the green button too many times this will call the second number and automatically continue calling the numbers.
 - To stop this, click the red button then the recall button to go back to the previous number.
 - You can only do this up until the 3rd number has been generated, after that it is too late and the game will need to continue.

- **You select the wrong game**
 - If you decide to play a game that isn't on the policy but select the wrong game from what you have advertised, you need to let the customers know what game they will be playing instead.
 - If you haven't already generated a number, you can re select the correct game.

- **Customer says they have a claim but no prompt shows**

- If a customer shouts that they have a claim but there's no prompt on your screen there are two ways you can handle it:

1.

- You can stop the game by clicking the red button then clicking 'recall' until you get back to the number they shouted on.
- You would then click 'valid check' and enter their board number; this will bring up their card and show if the board is in play.
- If the board is in play, it will show the numbers that have been marked off and which numbers the customer is still waiting on.
- This will show the customer, clearly, why they don't have a valid claim.

2.

- The other way to handle it is by firstly letting the game finish and then saying to the customer that you will go to the MCB desk at the start of the main session and check whether they have a claim or not.
- This is the best option when you are close to the end of the interval and you have timings that you need to stay on top of (i.e., Big Link or Carlton Connection)
- You would then go to the MCB box and tell them which game it was and what board number so that they can print off an audit for that game.
- Either you or the floor person will then need to go to the customer and manually mark off each number that has been called in the game from their tabletop board.
- Once you have marked off all the numbers that have been called, you will be able to see what numbers the customer was still waiting on and explain this to them.