

Rotary Club of Grande Prairie Dream Home Lottery

Box 21320, Grande Prairie AB, T8V 6W7
Admin Ph: 780 832 4532
Email : info@winadreamhome.ca



Every ticket seller should review. If questions refer to details in sales manual or your captain.

- Only let the customer leave after you have the order ID, from the computer, written down on the Sales Tracking Sheet.
No order ID = No Tickets.
- Only accept **one** payment method per transaction. No split payment.
- As per Lottery Regulations each ticket/order may only be one individual's name.
- Ask positively. Avoid "What's your email address?" Instead "Where may we email your receipt & tickets? "
- Ensure that customers understand we have three separate lotteries. If they ask for "Just a dream home ticket" ask if they would also like 50-50 and Cash Cow Calendar tickets or even better a package. (Upsell)
- Spelling accuracy is important. What you type is what the customer sees on their ticket. Please be diligent. Use the driver's license reader for perfect data, even to update last years' info.
- Be sure to document any discrepancies or concerns, and pass ensure your captain gets them.