



The Self-Guided Retailer Training Program guides you through the training resources available on BCLC Retailer Hub Training & Certification pages. Follow the order recommended below to maximize learning outcomes.

1

BCLC Retailer Hub

<http://lotto.bclc.com/retailer-hub.html>

2

Training & Certification HOME

<http://lotto.bclc.com/retailer-hub/training-and-certification/training-home.html>

<p>A. BCLC Retailer Hub</p> <p>Get familiar with the BCLC Retailer Hub. It is a one-stop shop for all the information and tools that a BCLC lottery retailer needs. The Hub is filled with information about Upcoming Products & Promotions, Policies & Procedures, retailer forms, planograms all designed to set you up for success.</p>	<p>The Hub is best viewed on Google Chrome, Mozilla Firefox and Apple Safari browsers. Videos and other features may not be viewable on Internet Explorer.</p>
<p>B. Get Lotto! Certified</p> <p>BCLC requires that all active Lotto! retailers are certified. The Lotto! Certification course is part of BCLC's commitment to provide you with the information and tools you will need to sell lottery games with integrity.</p>	<p>Select Get Lotto! Certified</p> <p>To get certified you will navigate through the below URL's. Ensure there are no firewalls blocking access to these sites:</p> <ul style="list-style-type: none"> o https://bclc.plateau.com/ o www.bclcretailerhub.com o http://lotto.bclc.com/retailer-hub.html o http://corporate.bclc.com/social-responsibility/social/responsible-gambling/ o http://gamesense.bclc.com/ o http://www.bclc.com/ o http://lottobcmobile.com/media/ws/retailerForm.cfm
<p>C. New Owner Information</p> <p>Network specific new owner manuals contain lottery policies and procedures to help you understand your role and responsibilities of being a lottery owner, operator and/or manager.</p>	<p>Select Training Resources</p>



<p>D. Product Knowledge</p> <p>Providing excellent customer service can increase your profit and strengthen customer loyalty. One way of achieving this goal is by offering product knowledge and being able to answer players' questions.</p>	<p>Select Training Resources view or print the Lotto! Online Product Guide</p> <p>**Also click into each Game tab located across the top of the Retailer Hub pages to learn more including 'how to play', 'prizes & odds' and 'recent winning numbers'.</p>
<p>E. Lottery Terminal Training</p> <p>Learn how to operate and maintain your lottery terminal. Following proper procedures can minimize technical issues and can improve customer service and integrity.</p>	<p>Select Training Videos</p>
<p>F. Understanding Your Scratch & Win Business</p>	<p>Select Training Resources</p>
<p>G. Hands-On Terminal Training</p> <p>Providing timely coaching and feedback to a new staff member increases engagement and confidence.</p>	<p>Shadowing</p> <p>Partner experienced staff with new staff to learn how to use the lottery terminal. Shadowing is an effective way to train, it allows for questions and clarity real-time.</p>