



Amber Waves 2020
Volunteer Information
Friday May 15, 2020
Delano District

Volunteer Job Assignment: Wine Pourer

Time: 5:30 pm – 9:30 pm

Information for all volunteers:

- Please remember that this is a major fundraising event for the Starkey Foundation and you are representing Starkey
- Smile and thank participants whenever the opportunity arises
- **STARKEY NO ALCOHOL POLICY IS IN EFFECT FOR ALL VOLUNTEERS AND STAFF DURING THE EVENT**
- What to wear:
 - Starkey tan volunteer polo
 - Dark pants/capris or nice jeans (no holes/frayed areas)
 - Comfortable shoes.
- If you need assistance at any time please contact:
 - Volunteer Support: Sherry Boesen or Sara Myers – numbers given on cards at check-in
 - Events Coordinator: Eileen Ream 253-7607
- CHECK IN AT VOLUNTEER CHECK IN FIRST.
- Volunteer check in is at the parking lot on the northwest corner of Texas and Oak, part of the Credit Union of America. Volunteer check-in is separate from participant check-in.

Duties:

5:30

- After checking in at the Credit Union, proceed to your location.
- One of the staff at your store will have your supplies (bottle opener, etc.)
- Review items and “Location Item List”. Ask any questions of volunteer support if you don’t understand where any item goes, or what to do with any item on the list.
- Place items where they need to go according to the list.
- Put on table cloths, set-up table, arrange area where you can easily reach wine, opener, trash, etc.
- Open first bottle of wine to familiarize yourself with the bottle opener.
- Instructions to use wine bottle opener are as follows:
 - Place a knife under the lip of the bottle and turn to remove foil.
 - Position corkscrew in center of the cork and twist clockwise.
 - Place the first step onto the lip of the bottle.
 - Lift handle until cork is halfway out.
 - Repeat using the second step in the corkscrew, pulling until the cork is almost out.
- Use cooler & ice provided to ice down wine **if needed** (wine will already be chilled if appropriate).
- Put description of wine out where participants can read while in the store, drinking, waiting in line, etc. Put one on the table.

6:00 to 9:00

- **Greet attendees with a smile, thank them for coming**
- Your job is to pour a 1 oz. pour for each taster – please see picture for an example of what 1 oz looks like. Please do not over pour. The guest should have received their wristband and taster when they checked in.
NOTE: Beer is 2.5 oz sample, wine is 1 oz. sample.
- **If they do not have a wristband, do not provide them with a sample. They should not be in the store. No wristband on & visible, no sample.**
- **NO REFILLS -- ONLY ONE SAMPLE PER BEER/WINE PER PERSON OR WE MAY RUN OUT!**
- If anyone has an issue with not being served a sample for whatever reason (over indulged, no wristband, already had a sample at your location, etc.), please contact Eileen at 253-7607. Security officers will be on site.
- There is bottled water, both for you to drink as desired, and for participants to drink and to use to wash out their cups between tastings and dump into buckets.
- Beer & wine is NOT available for volunteers and/or Starkey staff.
- Keep your area clean of spills and trash
- If a participant should drop and break their taster, please clean up broken glass as quickly as possible with provided dustpan/broom and give participant replacement taster. If last one is given out, call for more.
- Place empty bottles inside trash receptacle provided
- Let store lead know if running low on any supplies, they will call Volunteer Support. Call Volunteer Support yourself if they are not available.



9:00

- Attendees may want to linger a bit—please be patient. It means they are having a good time!
- When the last attendee has left the location, assist in cleaning up any trash, paper, etc.
- Take clear plastic liner out of trash box and tie at top
- Consolidate supplies at the beer sampling table in tub they came in.
- Breakdown the trash box
- Take trash, trash box, supplies, Starkey tables, and any leftover beer and wine to Bell Carpet parking lot.
- **Make sure all alcohol is taken to the loading area**
- Your volunteer assignment is not complete until the area is fully broken down and everything is loaded on to trucks.
- You will then collect your volunteer thank you gift.

If you have questions or concerns, please contact Eileen at 512-4173 (office, prior to event) or 253-7607 (day of event cell).

Your gift of time is very precious and greatly appreciated. Amber Waves has not been able to grow and succeed without the great team of volunteers giving their time, energy, and support. I hear so many compliments to how friendly and helpful Starkey volunteers are, and it makes participants come back, and helps these events grow, Thank you! When these events grow and become more successful, Starkey, and the people Starkey serves benefit directly. You matter and are making a difference. Let's keep that passion going, and keep growing and doing great things!

THANK YOU AND HAVE FUN!!