



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

**Volunteer Job Assignment: Door Monitor**

**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.
- Gather supplies - One of the staff at your store will have your supplies (bucket, pitcher)
- Ask the store staff where you can fill your pitcher with water (about ½ full for rinsing taster cups), or use bottled water if needed.
- Take your bucket and pitcher with you to the door of your assigned location

**6:00 to 9:00**

- Greet attendees with a smile and thank them for coming and supporting Starkey. Remember you are their first impression, please make it a positive and friendly one.
- **DO NOT LET ANYONE IN WITHOUT A WRISTBAND!** If they do not have a wristband, they may not enter the store. The guest should have received their wristband, and taster when they checked in. If they have a ticket and do not have a wristband & taster, please direct them to the closest check-in area. If they do not have a ticket, please let them know we are sold out, and to encourage them to buy a ticket yearly next year. Tickets go on sale in February.
- **If they do not have a wristband, they MUST wait outside so we stay within compliance of the law**

- Point the attendees in the direction of the beer, wine, and appetizer with a smile. There are 3 separate lines, one for each.
- When the attendee is ready to leave, be sure to dump any remaining beer or wine from their sample glass into the bucket before they leave the store. They may NOT take their beer or wine with them. **DO NOT LET ANYONE LEAVE THE STORE WITH ALCOHOL IN THEIR TASTER CUP!**
- You may rinse out the taster cup with a small amount of water from your pitcher (not from the bucket).
- If bucket starts to get too full or you need more water for your pitcher, check with store staff on where to dump the contents
- ***Only ONE SAMPLE PER BEER OR WINE PER PERSON IS ALLOWED!***
- Beer and wine is NOT available for volunteers and/or Starkey staff.
- If anyone has an issue with not being served a sample for whatever reason (over indulged, already had a sample at your location, etc.), please contact Volunteer Support or Eileen at 253-7607. Security officers will be on site.
- If a participant should drop and break their mug, please clean up broken glass as quickly as possible with provided dustpan/broom and give participant replacement taster. If out, ask Store Lead to call Volunteer Support for more.
- Help other volunteers as needed and as time allows.
- Please help to keep your area clean of spills and trash

#### 9:00

- Store Lead should call last call at 9:00.
- Please be patient if attendees linger. It means they are having a good time!
- When the last attendee has left the location, assist in cleaning up any trash, paper, etc.
- Rinse out bucket.
- Take clear plastic liner out of trash box and tie at top
- Breakdown the trash box.
- Put supplies back in clean bucket for easier transport
- Take trash, trash box, supplies, Starkey tables, and any leftover beer and wine to Bell Carpet parking lot
- Make sure all leftover alcohol is taken to the loading truck
- 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!!**