



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

Volunteer Job Assignment: Beer 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 (see list of supplies and their use)
- Review items and “Location Item List”. Ask any questions of Store Lead or 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 beer, opener, trash, etc.
- Use cooler & ice provided to ice down beer (will already be chilled). Place cooler behind you and table if there is room to provide a cleaner look.
- Put description of beer 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 2.5 oz. pour of beer for each taster – see picture for what a 2.5 oz pour 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, while 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.**



- If they have a ticket and do not have a wristband/taster, please direct them to the check-in area indicated on their ticket.
- Pour the beer:

- If out of a keg with a Jockey box (cooler with ice in it)
 - One pourer per beer.
 - May pour beer in pitcher to help reduce the level of foam
- If out of bottles;
 - Keep bottles on ice in coolers when not pouring
 - Pour down side of glass to reduce foam



- ***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 or to use to wash out their cups between tastings and dump into buckets. Call volunteer support if more water is needed.
- Beer and 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.
- Place empty bottles/cans inside trash receptacle provided
- Let store lead know when running low on any supplies so they can call volunteer support. If they are not available, call yourself.

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 bucket after dumping/rinsing that they came in.
- Breakdown the trash box
- Take trash, trash box, supplies, Starkey tables, and any leftover beer and wine to the Credit Union of America for loading.
- **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!!