



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

**Volunteer Job Assignment: Store Lead**

**Time: 5:15 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 are on cards given to you 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:**

**Amber Waves prior volunteer experience required. Mandatory training April 26 @ 5 pm at Aero Plains. 1st beer on us!**

**5:15**

- Check in anytime between 5:00 and 5:15 pm at the Credit Union of America east parking lot
- After checking in, proceed to your location.
- Make sure all stations are set up. There should be a separate table and separate lines for each station.
  - One for food, one for beer, one for wine.
  - This will help reduce lines and crowding. Participants can enjoy one while waiting in lines for others and do some shopping.
- Read list of items that came in bucket, make sure that all are in correct location.
- Review job descriptions of:
  - Door
  - Beer Pourer
  - Wine Pourer
  - Food Attendant
- Introduce yourself to store owners. Let them know that you will be their main contact. Let them know that you will help them in any way you can and that you will be happy to address any concerns they may have. If they have any, address any you can. If not, call Volunteer Support for assistance.

- Introduce yourself to the other volunteers as they arrive.

## 6:00

- During the event you will help where ever help is needed the most in your store. Watch the different stations closely and help to speed up where the lag seems to be.
- **Keep an eye on pour levels for beer and wine, and when filling in. See picture for appropriate pour levels. Wine is a 1 oz pour and beer is about a 2.5 oz pour.** Previous years we had a location run out of wine due to pour levels.
- If a volunteer needs a bathroom break or other kind of break, fill in.
- During a slow time, give food breaks as well, or help bring other food items from nearby stores.
- Lead by example and frequently thank participants for supporting Starkey by attending Amber Waves. SMILE!
- 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 out, call Team Lead (1<sup>st</sup>) or Volunteer Support (2<sup>nd</sup>) for more.
- If ice or other supplies are needed, call Volunteer Support.



## 9:00

- Last pour is at 9:00. You make that announcement.
- 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.
- Make sure clear plastic liner is out of trash box and tied at top
- Consolidate supplies at the sampling tables.
- Breakdown the trash box
- Take trash, trash box, supplies, Starkey tables, and any leftover beer and wine to Bell Carpet parking lot.
- **ASSURE THAT ALL LEFTOVER 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. See the items list to verify everything that needs to go to the loading truck is taken to the loading truck.
- 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!!