

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

## Volunteer Job Assignment: Check-In Lead

Time: 5:15 pm – 9:30 pm

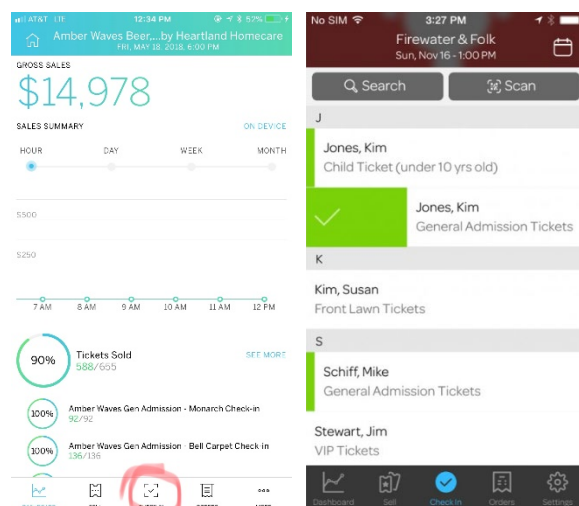
### Information for all volunteers:

- 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 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 – 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 of Bell Carpet, on the corner of Douglas and Osage. Look for volunteer check-in near the loading truck. Volunteer check-in is separate from participant check-in.

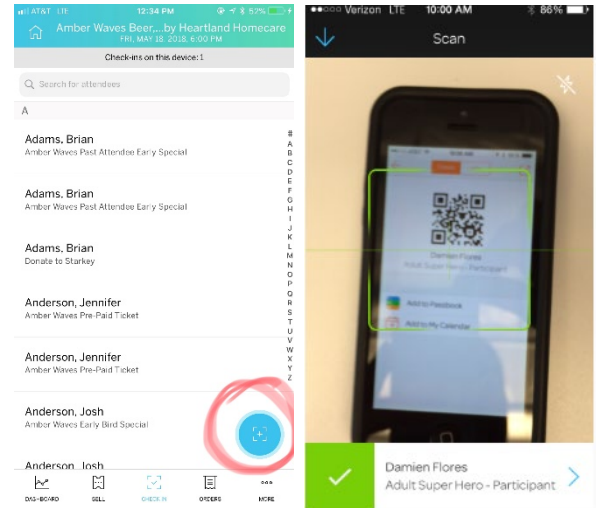
### Duties:

### A week before the event:

- Download on mobile phone Eventbrite Organizer app from iTunes or Google Play.
- Enter e-mail and password that has been assigned to you. It will come in an email 1-2 weeks prior to event.
- Hit Check-in on the center bottom.
- You can manually check someone in or out of an event by swiping their name. That will not be the primary way we will do it, but practice in case someone's ticket cannot be scanned due to damage or some other unforeseen reason. You can search for their first or last name at the top of the screen.



- When ready to scan a ticket, hit the blue box at the bottom right of the screen.
- Use your camera to aim at the QR screen. You will see a green check mark when the participant is checked in successfully.
- If you see a red x, there is an issue. For the test ticket, you will see this when practicing and you have already used it once. On the night of it means the ticket has been used before, by that person, or possibly by another person. You can go to your main screen and check when that ticket has been checked in before to see if you just did it twice, or if it looks like it was scanned in a while ago, and someone else already used that ticket. Explain what happened. If you need assistance, please contact Eileen @ 253-7607 if needed.



### 5:15 on May 17, 2019

- After checking in at the Credit Union, proceed to your location.
- Get black apron to help carry your phone and wristbands if you help with that step as well if backlogged.
- Sign in to Eventbrite Organizer and review above steps.
- Review job descriptions of Check-in Volunteers.
- Introduce yourself to the other check-in volunteers.
- Review and familiarize yourself with the location of check-in steps:
  - Where to check the ID of ALL the participants
  - Where to store and the put on the wristbands of all the participants
  - Where to check and then scan the ticket of the participants
  - Where the participants will get their event guide
  - Where the participant will get their taster glass
    - These last two should probably be given out by a volunteer person served
  - How do you want this organized? Often these steps are done by different people, but can all be done by one depending on your volunteers and the space provided and the length of the line. Be prepared to think and change depending on circumstances.

### 5:50 pm

- **NOTE CHANGE IN START TIMES!**
  - **Delano Dash tickets start at 6 pm.** They should all be directed by their tickets to Monarch where their shirts are located. If someone with a Delano Dash ticket goes to a different location, you may check them in, and they can start, but let them know that they will need to go to the Monarch to pick up their shirt. You may start scanning at 5:50, but let them know not to go to first location until 6 pm sharp.
  - **Amber Waves tickets start at 6:30. You will need to look closely at the tickets!** You may want to have everyone checked-in, wristbands, and ID's, but not hand out glasses until 6:30 so everyone starts on time, but quickly.
- Monitor check-in process. Assist where needed, help with issues as they arise.

### 7:00 (approx.)

- When crowd is reduced, assign some check-in volunteers to move to selling GOLDEN TICKETS on the Eventbrite Organizer App. As it becomes less crowded, assign more as appropriate. Selling will need either a phone with the card swiper provided by Starkey, or time to enter in credit

card manually, or cash transactions. It will be easiest to sell in pairs. One to do complete the purchase on Eventbrite Organizer, and the other to hand the ticket, pen if needed, and the blinky ring.

- Buyer of Golden Tickets will be responsible for filling out their part and taking it to the jar at the Credit Union before **drawing at 8:45**.
- Note: Anyone who purchased a Golden Ticket prior to the start of the event has their name already in the jar.
- Information needed on the ticket is their name and phone number. Winner will need to provide full name, phone number or e-mail.
- How to make purchases on Eventbrite Organizer:
  - After downloading Eventbrite Organizer, log in using your Eventbrite credentials (email address and password). Then tap your event from the "Select Event" screen.
  - **Open Eventbrite and select Amber Waves**. Then tap "Sell". Swipe right (or tap the three-line icon in the top left) to access the slide-out navigation menu. Then tap on "Sell".
  - Add GOLDEN TICKET and select "cash" or "credit card". If paying by check, select "cash" and ask them to make check out to "Starkey Foundation".
    - Cash — Tap the "Cash" button and enter the amount the person paid. Select "Pay" to complete the purchase and collect the funds directly from the attendee. If change is needed, and you don't have enough from collected funds, call volunteer support. They will have someone bring it from Delano Dash sales.
    - Card — Tap the "Credit Card" button. Then enter their credit card details and zip code, or swipe their card (when using the Eventbrite Card Reader).Important: If the buyer's total is more than \$25, they'll have to sign on the device using their finger. The app will change the screen orientation to create more space for a signature. Collect the signature and tap "Confirm" to process the order.
  - You'll see an "Order Confirmed" page when orders complete.
- The other volunteer in the selling pair will have the following in an apron:
  - The Golden Tickets. Once purchase is made, instruct the buyer to fill out their name and phone number. They do not need to be present to win, but will be called at time of drawing at 8:45 pm at the Credit Union. They need to put that side of the ticket in the jar in at the Credit Union or ATBBQ or Monarch check-in by 8:30 pm.
  - Blinky rings. Hand the buyer a blinky ring to show that they hold a Golden Ticket! You may want to put a handful in an Amber Waves glass to help gain attention.
  - Let buyer know to wear blinky ring prominently. It is fun and it **will reduce other people asking them to purchase**.

#### 8:00 (Aprox)

- Once all participants have checked-in, clean and pack area up.
- Notify Volunteer Support and turn check-in personal to floaters, so they can assign as needed. (Sell Golden Tickets, fill in holes, ice runners, floaters for breaks, etc.)
- Monitor for last minute folks until 8:30.

#### 8:30

- Ensure Golden Ticket Jar gets to Beer Garden (For ATBBQ and Monarch Check-Ins)
- Pack it up and take everything loading area.

#### 9:00

- **TAKE ALL MONEY, CASH, CHECKS, TO CECILIA LOCATED AT BELL CARPET (NEAR LOADING TRUCK). DO NOT LEAVE HER UNTIL YOUR MONEY HAS BEEN COUNTED BY BOTH OF YOU AND YOU AGREE ON THE AMOUNT AND IT HAS BEEN LOGGED.**
- Help other locations pack up and take supplies and left over beer and wine to loading area.
- Other duties as assigned.
- Your volunteer assignment is not complete until the area is fully broken down and everything is loaded on to trucks located at Bell Carpet.
- 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!!**