



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

Volunteer Job Assignment: Team Lead

Time: 5:00 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 - 1st beer on us!

5:00

- Check in anytime between 4:45 and 5:00 pm at the Credit Union of America east parking lot
- Check in with your assigned store leads. Introduce yourself to any you didn't meet at the mandatory training.
- Make sure all stations are set up – Store Leads should lead on this. Assure they are comfortable and assist as needed. 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.
- Assure Store Leads have all items that should be in their bucket, and all other items and they are ready to go. If any items are needed, extras are in the truck.
- Introduce yourself to store owners. Store Leads are main contact, but you are secondary. 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 Store Lead isn't available. 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 area. Watch the different stores closely and help to speed up where the lag seems to be.
- **Keep an eye on pour levels for beer and wine. 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.
- During a slow time, give breaks, or help bring other food items from nearby stores.
- Lead by example and frequently thank participants for supporting Starkey by attending Amber Waves. SMILE!
- Rotate and visit the stores in your assigned area. Make sure they are doing ok, pouring accurately, have everything they need, and feel supported. Pay special attention to those that are new to the event.
- If supplies are needed, (such as another wine opener, more beer if not all delivered), you can get them from the truck. If ice is needed call Volunteer Support, (Sherry) as she will coordinate Ice Runner (Kenneth). If you need additional tasters, they will be located at check-in or the truck depending on the time.
- If there is any problem that you do not have the resources to solve, call Volunteer Support, Sherry. If she is not available, call Eileen.



9:00

- Last pour is at 9:00. Store Leads will make that announcement.
- Assist stores in closing up, and taking items (especially the alcohol) to loading.
- 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,) or 253-7607 (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!!