

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

Volunteer Job Assignment: Delano Dash Check-In

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:
 - Delano Dash t-shirt
 - 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.

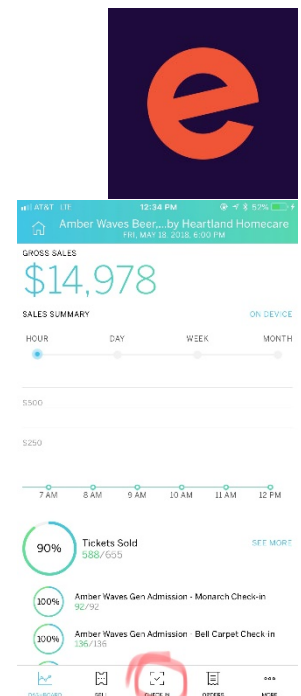
Duties:

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 SELL on the center bottom.
- You can then see what is for sale and what isn't. You can play with sales, but DO NOT COMPLETE ANY. (if you do, we can refund).
- You can make a credit card payment by typing in the credit card number. At the day of the event, you will have a swiper and likely another phone that is compatible with that swiper. If you need more assistance that day, and we are out of phones and swipers, know that people can help by taking cash or cards and manual entries.

5:15 on May 17, 2019

- After checking in, proceed to your location, the Monarch.



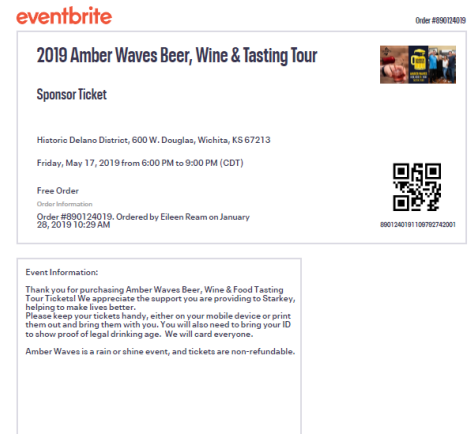
- Set up t-shirts according to size so that you can find them easy.
- Sign in to Eventbrite Organizer and review above steps.
- Make sure everything is working and you are ready to go.

5:50 pm

- **Delano Dashers can check in starting at 5:30, but remind them that the stores don't open for the tour until 6 pm.**
- **Greet attendees with a smile, thank them for coming**
- If they have purchased Delano Dash tickets (will be a ticket that says Delano Dash on it) thank them and get them their shirt.
- There were a few sales before sizes were a question on the purchase site. There is a separate list of those people. If no size on their ticket, consult that list.
- Delano Dash tickets also come with a Golden Ticket. Let them know their name has already been entered into the raffle. If they put a phone number when purchasing, they will be called tonight if they won, if not they will be emailed tonight.
- Offer participants the Golden Ticket. \$50 each or 3/\$100 (Unless there is a long line)
- How to make purchases on Eventbrite Organizer:
 - After downloading Eventbrite Organizer, log in using your Eventbrite credentials (email address provided to you 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 \$50 or 3/\$100 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.
 - 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.
- **If you need change, call Volunteer Support. She will make arrangements to get change from Cecilia located at Bell.**
- The guest **MUST** have this wristband on and clearly visible to participate. Guide them to event check-in first if there is any doubt.
- Beer and wine is NOT available for volunteers and/or Starkey staff.
- Keep your area clean of spills and trash.

7:30 (approx.)

- When crowd is reduced, you may be assigned to move to selling GOLDEN TICKETS on the Eventbrite Organizer App. 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 in the Beer Garden before **drawing at 8:45 or to other jars at Check-in at Monarch or Bell before 8:30.**



- Information needed on the ticket is their name and phone number. Winner will need to provide full name, phone number and e-mail.
- Volunteer selling the tickets will carry the phone with the swipper and make the purchases as outlined above.
- 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. They need to put that side of the ticket in the jar in at the Credit Union or check in at ATBBQ or Monarch 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.**
- **TAKE ALL MONEY, CASH, CHECKS, etc 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.**
- At the end of the night, store volunteers will need help getting their supplies and leftover beer and wine to the loading truck.
- **Please help make sure all alcohol is brought to the loading truck.** Your volunteer assignment is not complete until the area is fully broken down and everything is loaded on to trucks at Bell Carpet parking lot.
- 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!!