



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

Volunteer Job Assignment: Check ID

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:

5:15

- After checking in at Bell Carpet, proceed to your location.
- Put on black waist apron with wristbands in them. This should make carrying wristbands easy for you. Put trash from wristband in one of the pockets.
- **Greet attendees with a smile, thank them for coming**
- Check ID's and give wristbands while participants are waiting in line to present ticket.
- Ask them politely to get their ID's and tickets out and ready. If the guest does not have ID, please advise the guest that they must have ID to enter/get wristband and ask them to return once they have their ID.
- Ask the guest to see their ID (even if they are clearly of age – let them know you have to make sure it is with them). If they are indeed of age, thank them and proceed to view their ticket.
- **Quick hint – ID's of people under the age of 21 are portrait, over 21 are landscape.**
- Tickets will look like this. They will be checked in at the next step, but you should view before putting on the wristband to assure they are a ticketed participant. **ALSO CHECK BEFORE 6:30 IF THEY HAVE AN AMBER WAVES OR DELANO DASH TICKET. IF AMBER WAVES, THEY NEED TO WAIT UNTIL 6:30.** Guests can show their ticket either on their mobile device or printed.
- The guest **MUST** have this wristband on and clearly visible to participate.

Event Amber Waves Beer, Wine & Food Tasting Tour; Presented by Heartland Homecare		
Date+ Time Friday, May 18, 2018 from 6:00 PM to 9:00 PM (CDT)	Location Delano 700 W. Douglas Wichita, KS 67213	Payment Status Free Order
Order Info Order #752939861. Ordered by Eileen Ream on April 4, 2018 2:23 PM		
Type Testing Ticket		

Ticket Information:

Thank you for supporting Starkey by attending Amber Waves Beer Walk & Tasting Tour Presented by Heartland Homecare

Please bring with you to check-in location:

- Your Ticket AND
- Valid ID showing your legal age to drink

Your Check-in location is at:
AERO PLAINS BREWERY
117 N. HANDLEY
Wichita, KS 67213

Rain or shine event. Starkey is a 501(c)(3) nonprofit organization. To learn about Starkey, please visit Starkey.org. A portion of this ticket (\$20) is tax-deductible to the extent allowed by law.



- **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.
- Assist them with putting on their wristband and let them know that the ticket takers will take/scan their tickets.
- This event is for ticketed & banded guests only.
- Beer and wine is NOT available for volunteers and/or Starkey staff.
- Keep your area clean of spills and trash.

7:00 (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 at the Credit Union, or at the check-in at Monarch or ATBBQ before **drawing at 8:45.**
- 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 Beer Garden. They need to put that side of the ticket in the jar in the Beer Garden or Bell 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.**
- **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.**

- **Please help make sure all alcohol is brought to the loading truck.** At the end of the night, store volunteers will need help getting their supplies and leftover beer and wine to the loading truck.
- 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.

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!!