



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

**Volunteer Job Assignment: Volunteer Support**

**Time: 4:45 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:**

**4:45**

- Have check-in location ready with one volunteer support ready to check people in (or sign-up available for early people. Have location manned by 5:00.
- Set-up items given on table (Volunteer list, event guide, job description, contact number cards, shirts) in such a way that you can easily reach them.

**5:15**

- Make sure to greet—and THANK—the volunteer.
- Ask them their name and document their check-in on the sheet.
- Give them a Volunteer Polo if they haven't already picked one up – Or assign Floater to this.
- Give them a copy of their job description if requested.
- Give them directions to their store/location and/or event guide that has a map.
- Please remind volunteers that once they bring their items including leftover alcohol to the loading location, they will receive their thank you gift.
- If anyone did not show up for a shift, note NCNS on the spreadsheet and assign a floater to that position or make other arrangements as appropriate.

5:45

- **Check in with Team Leads or walk through to each stop and make sure everyone is accounted for. Make changes, arrangements as needed to cover any holes.**
- May also send any floater not already assigned to also check on volunteers.
- Pack up volunteer check-in and take to loading truck.

6:00

- Continue to walk through area, check with volunteers to see if they need anything. Get for them if within your ability. Call Eileen if you need assistance or direction.
- Encourage Store Leads and Team Leads to problem solve and take care of problems. Praise for actions taken.
- If floaters have not all been assigned, have them walk through areas, give volunteers bathroom breaks, food breaks, etc. **Aim to have checked in at each location at least twice during event for breaks, etc.**

8:00

- Once all participants have checked-in, clean and pack area up.
- Have leads turn check-in volunteer to floaters, assign as needed. (Fill in holes, Golden Ticket sellers, ice runners, floaters for breaks, etc.)
- Leads can monitor for last minute folks until 8:30. At 8:30, pack it up and take to loading area.
- Leads can then help all other locations also pack up and bring leftover supplies to packing location.

9:00

- Volunteer support go to loading area and prepare thank you gifts. Reminding areas as you go where to bring all leftover supplies.
- Volunteer Support along with Event Coordinator will make determination the night of as to beer and wine to give to volunteers, if any. This will depend on how much is left over and won't be determined until all locations have brought inventory to truck. Will use beer caddy's to assist if appropriate and to help with counts if 6 pack is appropriate.
- Hand out thank you gifts to volunteers after **everything** is loaded on to trucks.
- 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,) 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!!**