

Gorge Concert Volunteer Instructions

WHAT TO WEAR	<u>Black</u> shorts/capris or black jeans/slacks.	No sweatpants, yoga pants, spandex, cut offs, torn clothing, basketball shorts, skirts, skorts or dresses.
	All shoes must be <u>closed toed and comfortable</u> .	No flip-flops, sandals, crocs, or clogs.
MEET UP	Report to Gorge Amphitheater. Go to <u>Gate C</u> entrance	Make a plan to meet up as a group.
	Tell the guard at the gate that you are with <u>Wildcat Booster Club NPO for Legends</u> and your name.	Everyone in your vehicle has to be on the list provided to Legends from the Sign Up.
	Proceed to Employee Parking Over the bridge, left at "Employee Parking" sign, park along fence on left or all the way into the lot to the right in back.	*Arriving early, and as a group will allow you to park easily along the fence by the trees.
CHECK IN	On the main road, go towards the venue, look for the green " <u>LEGENDS EMPLOYEE CHECK-IN</u> " sign on left.	FYI: Rhonda is our NPO on site manager
	Go to the NPO (Non-Profit Organization) line. Sign in on the <u>Wildcat Booster</u> sheet.	Make sure to confirm and know where your booth is.
	Receive your badge	
	Pick up your t-shirt give the <u>number on the sleeve</u> to the person that just checked you in.	This number will track you in the event of an emergency.
	Pick up a tip can or two or three to display.	
	Pick up your Booth Bag and Point of Sale (POS) devices.	Ask for instruction if needed.
	Check inside the binder in the bag for login and password . Ex: gorstageleft 7643	Lead will have the Wildcat Booster Pin . If not, text or call a Booster Rep at: (509) 264-0232 or (509) 699-1762
	Continue to the safety check point and proceed to your booth. While walking in, note the location of: Porto Potties, First Aid, Water Stations and Ice Boxes.	You may take in <u>empty</u> water bottles, non-alcoholic beverages that are sealed and any food items.
OPENING	Everyone should read the material inside the binder, especially when there is more than one concert shift.	Decide roles: Who is lead? Who is cashier? Who is stocker? Who is a runner?
	iPad or Handhelds activated (directions are in the bag).	Put handheld POS's on charger from bag.
	Start counting product against the inventory sheet in the binder. Understand Premium/Domestic/Craft/Seltzer	Note any discrepancies. Ex: Product listed not found.
	Find an area in the booth designated for damage product. ***These will need to be included in final inventory.***	Ex: Returned product, damaged product.
	If doing "Ice Cold Beer" Stand, get beverages bathing in ice! If doing Marg B, understand the Margarita machine and sizes of drinks. Get cups, lids and straws set up.	Where ever you are working, you will need to problem solve together and work through glitches. Try to roll with it!
DURING SHIFT	Restocking product in refrigerator or in a trough: Fill warm beverage to the back. Cold to the front.	Obtain supervisors cell number for support.
	If a supervisor brings more inventory, make sure you get the receipt and put it in the booth bag.	You may have event staff ask for " comp " beverages. List these on inventory sheet.
	The tip jar may get full. Use a <u>Ziplock bag</u> to put the tips in.	If the tip jar is not full, concert goers may feel sympathy and tip more.
CLOSING	Someone from the venue will tell you when to close down your booth. Announce Last Call at that time.	Keep serving customers until you are given a time to stop. Do not close early.
	2-3 people should start counting unopened inventory.	Restock refrigerator first (Marg B), or pull alcohol from trough (Beer Booth).
	As soon as everything is counted, cleaned and reset, go back up ALL TOGETHER to where you checked in to return your shirt, badge, booth bag and POS devices.	Tips will need to be given to the Wildcat Booster Treasurer for deposit or to one of the Wildcat Booster Clubs Board Members.
THANK YOU!	You no doubt have stories...Thank you for being here! Please pass on any issues, concerns and suggestions to your Wildcat Boosters!	ehswildcatboosters@gmail.com www.ehswildcatboosters.com (509) 264-0232 or (509) 699-1762

From The Trenches:

1. All information listed available at www.ehswildcatboosters.com!
2. **Bring:** Backpack, lunch/dinner food and/or snacks, hand sanitizer, sunscreen, Eastmont hat, sunglasses, bottle opener, rags or wipes, a Ziplock bag (for cash tips) a pair of gardening gloves for ripping open boxes and stocking (unless you have super tough hands!)
3. **Get** the email and or cell number of anyone else on your Sign Up. Make sure that they all understand the commitment and that they need to try to find a sub if they can't make it.
4. **Plan** to rendezvous with your crew at a specific time and place for check in together.
5. **Get** the Cell phone number of any supervisor who will be covering your stand.
6. **Review** the information in the plastic binder/clipboard box: Go over the opening and closing guidelines and ask specific questions if you don't have what you need. (Rags, garbage bags, bottled water provided for staff)
7. **Review** and practice using the Point of Sale (POS) hand held devices and/or iPad (and know how to charge them up) for sales, as there are no cash sales.
8. **Set up a plan for the day:** Know and understand how to stock the trough or frig to keep the coldest product in front, know who will stock, who will work the POS's, etc.
9. When you find out when your alcohol cut off time is (sometime around 10 PM) and you are at a beer stand, **plan to start your inventory** of any unopened stock 15 minutes or so before that shut down time. *****You want to be ahead of the power curve because *no one leaves until all inventory is completed.* Everyone must check out together.*****
10. When "last call" is made, pull all alcohol from display and from the trough (if in a beer stand), or if at Marg B, restock the refrigerators with the remaining stock you have on hand, then begin inventory.
11. You will continue to sell sodas and water until the end of the night (*USUALLY* 11PM ish).
12. Do not hesitate to card everyone.
13. Do not hesitate to cut off serving a drunk person.
14. Do not hesitate to have a good time!
15. Honestly, it's chaotic but can be fun if you enjoy people and know that people will TIP GRACIOUSLY if you mention you are a volunteer and who their tip is supporting!!
16. Take lots of pictures, post on social media and share your experience to boost our booster volunteers!!
17. **Watershed specific** Morning shift is very slow. It would be very helpful if you would read the instructions and then pass on that knowledge to a couple of people on the evening shift. 5pm change of shift will be hectic. 1 – 2 people from the morning shift should pull 1-2 people from the evening shift and go over the instructions and anything that might be weird.

THANK YOU FOR VOLUNTEERING!