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## Volunteer Information

### **Date of Event: Saturday, May 5th, 2018**

We are grateful for your participation in the Gwinnett Beer Festival! The Gwinnett Beer Fest is dedicated to educating the public about beer. The primary goal of the GBF is to educate the consumer about the vast spectrum and quality of beers currently produced in the United States. The Gwinnett Beer Festival could not exist without its volunteer support. THANK YOU!

### **Minimum Age Requirements**

All volunteers must be a minimum of 21 years of age before the event to volunteer. Photo ID will be checked during the check-in process so don't forget to grab it as you head out the door!

### **Name Tag/Clothing/Check-In**

Once you check in you will receive your awesome, limited edition t-shirt (please wear it during the festival) nametag and wristband for entry. Also, please make sure to wear appropriate but comfortable pants or shorts and shoes.

There will be a volunteer check-in area at the main entrance of the stadium, outside the gates with a Volunteer Check-in banner. You **MUST** check in here to receive your wristband for entry. You will not be allowed into the event with out a wristband. There will be people tending this area from 10:30 am to 2:00 pm. Please arrive on time and ready to have fun!

If you are volunteering for Pouring Shift 1 or ticketing, you should arrive and check in between 10:30am and 10:45am. Your shift will run from 11:30am-4pm. You will be free to enjoy the festival after your shift, from 4:00 – 5:00pm.

If you are volunteering for Pouring Shift 2, you should arrive and check in between 2:00pm and 2:30pm. Your shift will run 3:30pm-5:30pm. You will be free to enjoy the festival before your shift, from 2:30 – 3:30pm.

### **Parking**

All volunteers are asked to park in the designated parking area. Enter the stadium through the main parking entrance. You will see a parking attendant and they will direct you on where to park. Make sure to give yourself plenty of time to arrive at the venue.

# Responsibilities

Most volunteers will be assigned to a specific table and will be pouring delicious beer during the event. You will be serving 3oz beer samples to patrons. There's a line on the glass indicating the level, no worries. A high level of professionalism is required, and a knowledge of beers being served is always welcome. Other volunteers may be helping with ticketing, set-up, or breakdown. Since we are doing shifts this year please be courteous to each other and our guests. We ask that all volunteers work their scheduled shift and wait to be relieved before enjoying the festival. If you are volunteering for pouring shift 2 please arrive at your designated station promptly at 3:30pm to relieve fellow volunteers. Please be courteous and helpful to all participants and offer any assistance to those with special needs.

We always do our best to ensure each volunteer is performing the duties requested and with the members of their team name, however, if history has taught us anything it's that these events can be very unpredictable and sometimes we have to move things around quickly to accommodate each station. **Please be helpful and understanding if your Volunteer Manager needs to change things up. Remember we have the event's best interest in mind so your willingness is greatly appreciated.**

## Set up

Once you check-in and find your assigned section, please help your Volunteer Manager by doing the following:

1. If there are any tables that need to be unfolded and set up please do so.
2. There should be a list of beers for your tent located in your section. Please check to make sure the correct beers are in your tent and notify your Volunteer Manager if you notice something is missing.
3. Please make sure all beer is on ice and the proper equipment is there and ready to serve our guests. (i.e. Tap handles, buckets for bottles and cans, bottle openers, etc.)

Please take ownership and care of your station for the day. Your Volunteer Manager will be working hard to make sure you have everything you need to enjoy your experience at the fest and also ensure our guests have a wonderful experience. If at any time you feel something is not right, missing, in need of or not working properly please notify them immediately. You should see many members of our staff walking around the perimeter checking on each station.

## On-Duty Rules

1. The wristband colors will vary. **Do NOT Pour to people with WHITE wristbands as they are the designated drivers.** The VIP entry time will be 12pm-1pm. General admissions begin at 1pm and goes until 5pm.
2. There should not be anyone in the park that does not have a wristband. If you see someone drinking who is not wearing a wristband, please let a Gwinnett Beer Fest staff member or security personnel know immediately. Under no circumstances are you to pour to anyone WITH OUT a wristband.
3. If you serve to anyone under 21 or w/o a wristband you may be prosecuted. So be aware. We are checking ID's at the door, so anyone who has a wristband is 21 or older.
4. Pour to the 3oz. line- no more. It is a Georgia law for beer tastings.
5. Please do not drink while pouring. Tasting is not allowed during this time according to GA state law. Your shift allows you to enjoy the festival either before or after, please be respectful of this. It is always great when you know about the beer you are pouring so when our guests ask about it, you will have a great answer.
6. Please do NOT dump ice on the grass. This kills the grass and the festival will have to pay for it. There will be designated ice dumping stations. Also, be mindful of the flowerbeds, etc. Anything that is damaged will have to be replaced by the festival.
7. If there are unopened cases, please be sure they do not get wet or damaged as they can be returned to the distributor. Please do not open new cases after 4:30pm.
8. At 5pm, the announcer will note the end of pouring. You must stop pouring at this time.
9. Once pouring is over, please remain at your booth and be sure any remaining beer is stacked and no one removes it from the premises.
10. Please fold up tables at your location as well, to help with the breakdown process.

**Again, thank you so much for your participation and hard work to help make this event a success. It is our goal to provide an excellent environment for all in attendance and hope you enjoy the 2018 Gwinnett Beer Fest as much as we will!**