



Beverage Garden Volunteer Information & Guidelines

Thank you for volunteering with Summer of the Arts!

This document contains basic information and procedures to orient you to the Beverage Garden and to your volunteer position.

General Festival Volunteer Information

- All volunteers are representatives of Summer of the Arts. Please maintain a friendly and positive attitude while interacting with the community.
- All volunteers are provided with free water at Volunteer Check-In. We will refill personal water bottles or provide a cup. *This does NOT include Crystal Clear plastic water bottles.*
- After you complete your shift, please return to Volunteer Check-In for a goody bag and free drink ticket. Please note that Beverage Garden volunteers will receive a maximum of one ticket per day they volunteer in the Beverage Garden.

General Beverage Garden Guidelines

- **Legal age of drinking: today's date or earlier, born in the year 2002.**
- Please be aware of anyone who looks younger than 21 years of age. If in doubt, please ask to see their ID.
- Iowa law does not prohibit minors from being in licensed establishments. *However, if you see someone without a wristband consuming alcohol, please alert the Beverage Garden Supervisor immediately.*
- Anyone purchasing an alcoholic beverage **MUST** have a wristband.
- Be aware of quick consumption, overuse, or abuse of alcoholic beverages. *If you believe someone has had too much to drink, and they may be intoxicated, please alert the Beverage Garden Supervisor.*
- Patrons are welcome to bring food from Culinary Row into the area.

Position Instructions

Greeter/Wristbander

- **Until 5:00 pm, the Greeter/Wristbander checks ID's and places wristbands on patrons.** At 5:00 pm, a security officer will check ID's, and the Greeter/Wristbander will issue the wristband.
- A small trash can is provided for papers pulled off of wristbands

- All individuals must enter through the Entrance gate.
- No one is allowed to leave the area with an alcoholic beverage.
- If you have any questions, ask the Beverage Garden supervisor.
- **Do not leave the Entrance unstaffed.**

Cashier

- **Anyone purchasing alcoholic beverages must have a wristband.**
- All drinks can be bought using cash or credit card (MC, VISA, Discover only).
 - **Do not enter cash sales into Square; use Square only for credit card purchases.**
 - **Prices**
 - Beer: \$6
 - Sparkling Water: \$3
 - Water/Powerade: \$2
 - Summer of the Arts Koozie: \$2
- Patrons may purchase a **maximum of 3 alcoholic beverages** at once.
- Donation box proceeds support our free arts programming.
- If you are running out of change, please notify the Beverage Garden Supervisor.

Server

- **All servers must wash their hands with soap at the hand washing station 1) at the beginning of their shift, 2) every 40 minutes after and 3) if they touch their face/hair. There will be a designated handwashing station in the area.**
- Cashiers call out the orders to servers, who retrieve beverages from the troughs and wipe them off with the provided towels.
- Servers must open alcoholic beverages before giving them to customers.
- Keep the Beverage Garden tidy: **dispose of empty cans and bottles in the recycle bins. Please check every 30 minutes or more often if busy. Be sure to use sanitizing spray to wipe down tables and chairs.**

Exit Security

- Responsible for staffing the Exit gate and enforcing Beverage Garden policy.
- No one is allowed to leave the Beverage Garden with an alcoholic beverage.
- **Patrons must dump any remaining liquids into the dump buckets next to the recycling and trash cans** by the exit and recycle their cans before leaving.
- **No one is allowed to enter through the Exit gate,** except festival staff, security, and emergency personnel if needed. Direct all individuals to the entrance— even if they just walked out of the exit, they must re-enter there.

- If the Beverage Garden reaches capacity let Simpson Security know so that they can monitor how many go out and let the appropriate number in
- **DO NOT leave the Exit gate unstaffed.**

Supervisor

- Greet every volunteer when they arrive for their shift.
- Give each volunteer an overview and training of what they will be doing during their shift.
- Oversees area and fills in at different positions as needed.
- Keep an eye on beverage stock in the ice/water troughs.
- Notify guests of last call (see below), end sales, and notify guests when the area closes.

Stocking of Beer in Troughs; Please Don't Overstock

- **Do not add any beer to the tubs unless there are less than 12 of one type of beer.**
- It takes about 10 minutes in an ice bath for beer to get cold, so there is no need to overstock the drinks in the troughs.
- Add warm beer to the same end of the trough, so that cold beer is available at the opposite end.
- **Pull all cans out of cardboard package before putting into trough. NEVER put cardboard in the water!**
- **On Sunday, please do not add beer to troughs if possible. On signage, mark out any beers that are unavailable, and sell what remains.** This helps us save resources: We can return any beer cases (24 cans) that are still in/on the cardboard and have not had their plastic pulled off. This means we aren't wasting beer by pouring it down the drains after the season, AND it allows our nonprofit to save money, by returning as much as we are able.
- Use your best judgment and help us save resources. It really helps us!

Closing Schedule

Friday/Saturday

- Last call: 9:30 pm
- Sales end: 9:45 pm
- All guests must leave at: 10:00 pm

Sunday

- Last call: 3:30 pm
- Sales end: 3:45 pm
- All guests must leave at: 4:00 pm

Square Instructions

ALL: DO NOT ENTER CASH SALES INTO SQUARE

MERCH: DO NOT ENTER MUSICIAN SALES INTO SQUARE

SALE INSTRUCTIONS:

1. Tap the **Square/Point of Sale** app button on device screen
2. (You may need to) Tap **Beverage Garden/Merchandise** to get to the proper items
3. To ring up a sale, tap the **appropriate sales item(s)**
4. **If someone wants to purchase multiple items, repeat step 3.**
5. Tap **Review Sale/Charge \$X.XX**
6. **Swipe/place card into reader/tap**
7. If prompted, ask if the customer wants a receipt. If yes, follow the on-screen instructions for an email or text receipt.
8. Press **New Sale** to get back to the main screen.

If Someone Wants to Make a Donation

1. Tap **Categories**
2. Tap **Fundraising**
3. Tap **appropriate amount (increments of \$1, \$5, \$10)**

PROBLEMS

1) I need to clear an amount I incorrectly entered (before card has been charged)!

1. Tap **Current Sale**
2. Tap the **appropriate item**
3. Tap **Remove Item**
4. Tap **Confirm Remove Item**

2) I need to completely clear a sale

1. In **Current Sale**, tap the **dropdown caret (v)** or **three dots on right side (...)**
2. Tap **Clear Sale**

TO REFUND A CARD THAT HAS BEEN CHARGED

Please call or text Andrea, Director of Engagement, to refund.

2023 BEVERAGE GARDEN SUPERVISOR TRAINING

VOLUNTEER OVERVIEW

- Please see the **Beverage Garden Volunteer Information and Guidelines** document for general volunteer information, general Beverage Garden guidelines, and volunteer instructions.
- In the booth binder, there will be a **volunteer schedule** with shift dates/times, volunteer names, and positions

Cash Handling/Square

- A staff person will bring the cash pouch and devices with Square point of sale
- Volunteers will need to sign off on money delivered
- Square is used **ONLY** for Credit card sales
 - Under the Beverage Garden category, select Beer (\$6), Sparkling Water (\$3), Water/Powerade (\$2), and Koozie (\$2)
- If there is an excess amount of cash at the booth or change is needed, **call Lisa at 319-930-7944**

Daily Set Up

- Everything for setup will be located in the plastic bins stored under the tables in the Beverage Garden tent
- If the beer troughs get too full of water overnight, empty out some, but not all, of the water.
 - Use a clean bucket to empty some out. Make sure there isn't water on the ground. Dump water bucket down storm drain.
- Restock the troughs with beer as needed; see the **Beverage Garden Volunteer Information and Guidelines** document for details.
- Add ice to the troughs around 2 hours before the Beverage Garden opens so beer has time to cool before being served
- Plug everything in and make sure electricity is working; unplug café lights during the day to conserve energy
- Make sure all tables and chairs are sanitized and set up around the tables neatly
- Be sure that you have dry hand towels available
- Put new bags in bins for recycling, etc. *This will be done if and only if we have a group interested in collecting the cans.*
- Make sure you have cash boxes (up to 2)
- Cash will be delivered by either a staff member or board member
- Make sure you have fully charged devices with Square app
- ***At the end of the night, take an inventory of how many cases of each beer we have. And give to Eric.***
- If koozies are available, place them in black buckets on the table where people order. They are for sale for \$2 each.
- Make sure you have two donation bins on order tables facing customers

Product Management

- Maintain an adequate amount of product in the troughs based on anticipated crowds and time of day/day of festival
- On Sunday, keep amounts as low as possible. Don't open new cases of product—this helps us to save money (open cases cannot be returned to the distributor) and beer (we don't have to pour old, unused beer down the drain in the six months following our events).
- On signage, mark out any unavailable products, and remove the banner
- Make sure there is enough ice in the troughs to keep drinks cold, but don't overdo the amount of ice-ice water is very effective in chilling the beer.
- Place warm beer at the back of the trough, so cold beer is always available at the front.

Handwashing Stations

- Any booth that involves food/beverage **must** have a handwashing station which includes a water dispenser, drip bucket, hand soap, paper towels and spray bottle with bleach water.
- Hands should be washed: 1) at the beginning of the shift, 2) every 40 minutes thereafter, and 3) after touching the face or neck
- Paper towels are provided and should be properly disposed of
- Hand sanitizer will also be available for patrons and volunteers

Shift Change

- Volunteers are encouraged to arrive approximately 15 minutes before their shift starts
- Volunteers are requested to give an update on the status of their volunteer location and asked to review materials with incoming volunteer
- Make sure you are greeting every volunteer when they arrive for their shift
- Give each volunteer an overview and training of what it is they will be doing during their shift
- Each BG volunteer is allowed 1 beer after they have completed their shift
 - They receive a card good for one free beer to be redeemed in the Beverage Garden – the volunteer's name should be printed on the front of the card. Please remove your volunteer shirt after your shift if you wish to sit down and enjoy a beverage

Additional Information

- Know when last call is (30 minutes before closing time) and make sure to communicate that to your volunteers.
 - After doing last call, place the greeter/wristbänder table in front of the entrance so no one else is allowed to enter
- The troughs holding beer can be left with the water in. We will fill with ice in the morning.

- At the end of the festival everything needs to be dried off and put in their cases. 7G will only take full cases and unbroken plastic rings
 - Volunteers usually think we need more ice to add to the troughs, but it's the ice with the water that keeps the beer the coldest → there's even science to prove this!
- **Make sure you keep an eye on capacity!**
- **If you think the Beverage Garden is beginning to reach capacity do a quick head count. If we are at capacity let Simpson Security know so we can monitor new people wanting to come in and others leaving**
- Iowa law allows minors to be in licensed establishments. However, if you see someone without a wristband consuming alcohol, please ask them to stop or ask them to leave the area.
- Dogs are allowed in the Beverage Garden with their owner and on a leash as long as they are well behaved and calm. If questions please call Chris, 661-301-2478
- If someone is drunk/unruly ask Simpson Security to deal with them. You don't have to. That's their job. They will notify Chris as needed.
- If Simpson Security feels they are out of hand, they will notify Chris and a decision whether or not to call the police will be discussed
- **No smoking/vaping is allowed in the Beverage Garden or elsewhere in festival grounds**

Last Call Schedule

Friday/Saturday

- Last call: 9:30 pm
- Sales end: 9:45 pm
- All guests must leave at: 10:00 pm

Sunday

- Last call: 3:30 pm
- Sales end: 3:45 pm
- All guests must leave at: 4:00 pm

Evening Teardown Procedures

- Pack up everything and place it in the bins; place bins under the tables
- Pick up empty/unfinished beer cans, dump liquid in appropriate buckets, and recycle cans.
- Make sure all tables are clean and wiped down. Chairs are to be folded and placed on top of tables. If rainy then place in the tent.
- Make sure all extension cords and power strips are put away/up off of the ground in case it rains overnight
- Make sure all garbage and recycling have been taken out
- Keep the water in the troughs to help keep the beer cool over night
- Lay out all towels on the drying rack under the tent, so they may be used the next day. In the morning, move drying rack into the sun.

- Take an inventory of how many cases of each beer we have and pass information onto Eric.
- At the end of the festival, all items must be dried off and put back in cardboard trays. 7G will only take unbroken 6 packs.
- Turn in the cash boxes and donation boxes to the cash handlers picking up the cash. They will take devices, cash, etc. at this time
- Close the sidewalls when you are completely finished closing and tearing down at the end of the night
- Make sure there isn't any cardboard left on the ground in case of overnight rain.

Important Contacts: Text first, then call

- Operations, Security or Alcohol Questions: Chris, 661-301-2478
- Need More Ice and Water: Eric, 319-471-3345
- Volunteer Questions: Andrea, 319-359-8388
- Money Questions: Lisa, 319-930-7944