



Beverage Garden Supervisor Information

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: 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 save 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 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 Summer of the Arts staff or a 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 Lisa.***
- If koozies are available, place them in black buckets on the table where people order.
- 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 1) money (unopened cases can be returned to the distributor) and 2) beer (we don't have to pour unused beer down the drain 6 months after our events).
- On signage, mark out any unavailable products, and remove the banner from the back tent wall
- 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 and 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. Volunteers should remove their volunteer shirt after the shift and then sit down to enjoy their beverage

Additional Information

- The troughs holding beer can be left with the water in. Staff will refill 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 you have 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

Last call is 30 minutes before closing time; make sure to communicate that to your volunteers.

- After doing last call, place the greeter/wristbander table in front of the entrance so no one else is allowed to enter

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 and 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, place in the tent.
- Make sure all extension cords and power strips are put away/up off of the ground in case of overnight rain
- Make sure all garbage and recycling have been taken out. Ask staff to call Fresh Starts if bins are full
- 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 Lisa.
- 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, donation boxes, and devices to staff.
- 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

- Ice and Water Needs, Operations, Security or Alcohol Questions: Chris, 661-301-2478
- Volunteer Questions: Andrea, 319-359-8388
- Money and Inventory Questions: Lisa, 319-930-7944