



# 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 (maximum of one ticket per day).

## General Beverage Garden Guidelines

- **Legal age of drinking: today's date or earlier, born in the year 2003.**
- Anyone purchasing an alcoholic beverage **MUST** have a wristband.
- 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.*
- Please be aware of anyone who looks younger than 21 years of age. If in doubt, please ask to see their ID.
- Patrons are welcome to bring food from Culinary Row into the area.
- 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.*

## Individual Job 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 is a designated handwashing station in the area.**
- Cashiers call out 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 recycling 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.
- Oversee area and fill in at different positions as needed.
- Keep an eye on beverage stock in the ice/water tubs.
- 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 back of the tub, so that cold beer is available at the front.
- **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 can.
- Use your best judgment and help us save resources. It really helps!

## **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