



WORKHOUSE BREWFEST

2017 BREW CREW JOB DESCRIPTIONS

Each volunteer job has a coordinating job description listed in the following pages. In some positions, such as admission gate staff, your actual responsibilities may be narrowed down or expanded depending upon general needs.

ADMISSION GATE ASSISTANT

- **OVERVIEW:**

- Admission Gate volunteers are among the first and last Festival volunteers visitors will encounter. As such, you have a great effect on the type of experience visitors have. Smile and be pleasant at all times – it can make a huge difference. Be firm on the rules without creating unnecessary problems. Rely on your supervisor as needed.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.

- **SPECIFIC TASKS:**

- Greeter: Greet visitors as they approach the Gate area; direct them via announcements regarding which line to use
- Ticket Scanners: Scan pre-printed tickets at the gate for admittance to the Festival. Torn, poorly photocopied tickets will be accepted provided the barcode is functional. For further questions should be directed to Gate Supervisor.
- ID Checker: To verify the individual with the ticket is 21 years old or older. Please refer to the handout at the tent about what types of identifications are acceptable.
- Wristbands: To ensure the wristband the attendee receives is the correct one from the ticket they purchased. Below is the description for each wristband.
 - **Red Wristband -**
 - Who: Volunteers, Exhibitors & General Grounds Access Pass
 - Includes:
 - NO alcohol, taste tickets, or souvenir glasses
 - **Green Wristband –**
 - Who: Designated Drivers/ Youth
 - Includes:
 - Access to unlimited craft sodas in the Craft Soda Garden & free bottled water
 - NO alcohol, taste tickets, or souvenir glasses
 - **Hot Pink Wristband –**
 - Who: General Admission Purchasers
 - Includes:
 - General Admission: Unlimited tastes, souvenir glass
 - **Gold Wristband –**
 - Who: HopStar Ticket Purchaser
 - Includes
 - Unlimited tastes, 4 spirit taste tickets
 - Souvenir glass & access to the HopStar Lounge
- Taste Tickets & Glasses: To ensure the attendee receives the correct amount of tickets based on the color of their wristbands. Additional taste tickets can be purchased inside the festival.
- Event Guides: Alongside or just past the ticket taker position, distribute event guides to attendees. One guide should be offered to all parties and when desired, multiple programs may be given to groups who desire them.

- Exit Monitor: Monitor exit lane (one person) and place a wristband on wrist of those returning the same day, thanking attendees for attending and wishing them a safe trip home, etc...

- **ADDITIONAL INFORMATION:**

- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

Remember, safety is the #1 priority

ADULT BEVERAGE POURER

- **OVERVIEW:**

- For each brewery tent, there will be 2 volunteers to help pour, a representative from the brewery to answer questions from guests and a leadership team supervisor to oversee the entire brewery operations.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.
- You are not permitted to taste/drink alcoholic beverages while pouring.

- **SPECIFIC TASKS:**

- ONLY pour alcoholic beverages for:
 - Gold or Hot Pink Wristbands
- To notify the leadership team supervisor if you are running low on ice, cups, and other supplies.
- To help maintain a clean and organized booth space.
- To monitoring wristbands to make sure that everyone has the appropriate wristband to be drinking.
 - **Wristband colors:**
 - **Red Wristband -**
 - Who: Volunteers, Exhibitors & General Grounds Access Pass
 - Includes:
 - NO alcohol, taste tickets, or souvenir glasses
 - **Green Wristband –**
 - Who: Designated Drivers/ Youth
 - Includes:
 - Access to unlimited craft sodas in the Craft Soda Garden & free bottled water
 - NO alcohol, taste tickets, or souvenir glasses
 - **Hot Pink Wristband –**
 - Who: General Admission Ticket Purchasers
 - Includes:
 - Unlimited Tastes, souvenir glass
 - **Gold Wristband –**
 - Who: HopStar Ticket Purchaser
 - Includes
 - Unlimited Tastes, 4 Spirit Taste Tickets
 - Souvenir glass & access to the HopStar Lounge

- **ADDITIONAL INFORMATION:**

- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

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DISTILLERY POURER

- **OVERVIEW:**

- For each distillery tent, there will be 2 volunteers to help pour, a representative from the distillery to answer questions from guests and a leadership team supervisor to oversee the entire distillery operations.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.
- You are not permitted to taste/drink alcoholic beverages while pouring.

- **SPECIFIC TASKS:**

- To pour either:
 - 1 Taste Ticket - 1/2 oz. tastes of the product into the souvenir glass.
 - NO full glasses of this product can be served.
- To notify the leadership team supervisor if you are running low on ice, cups, and other supplies.
- To help maintain a clean and organized booth space.
- To monitoring wristbands to make sure that everyone has the appropriate wristband to be drinking.
 - **Wristband colors:**
 - **Red Wristband -**
 - Who: Volunteers, Exhibitors & General Grounds Access Pass
 - Includes:
 - NO alcohol, taste tickets, or souvenir glasses
 - **Green Wristband –**
 - Who: Designated Drivers/ Youth
 - Includes:
 - Access to unlimited craft sodas in the Craft Soda Garden & free bottled water
 - NO alcohol, taste tickets, or souvenir glasses
 - **Hot Pink Wristband –**
 - Who: General Admission Ticket Purchasers
 - Includes:
 - General Admission: Unlimited tastes (beer, wine, cider), souvenir glass
 - **Gold Wristband –**
 - Who: HopStar Ticket Purchaser
 - Includes
 - Unlimited tastes (beer, wine, cider), 4 spirit taste tickets
 - Souvenir glass & access to the HopStar Lounge

- **ADDITIONAL INFORMATION:**

- Taste Tickets can be purchased at the Information/ Taste Ticket Tent.
 - Tickets are \$10 for 4 Tastes
- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

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CRAFT SODA GARDEN ASSISTANT

- **OVERVIEW:**

- Designated Driver ticket purchasers will be able to select from three types of craft sodas and have access to unlimited bottles of water. Anyone can purchase a full 8oz. cup of craft soda for 1 taste ticket but they are not able to purchase a bottle water since our food vendors will be selling them on-site.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.

- **SPECIFIC TASKS:**

- Prices & Information:
 - 1 Taste Ticket = 1 Full 8oz. cup of craft soda
 - Bottled water is not for sale.
 - Tastes of soda are not available
- To assist the leadership team supervisor with checking IDs, colored wristbands and helping collect payments and distribute taste tickets.
 - **Wristband colors:**
 - **Red Wristband -**
 - Who: Volunteers, Exhibitors & General Grounds Access Pass
 - Includes:
 - NO alcohol, taste tickets, or souvenir glasses
 - **Green Wristband –**
 - Who: Designated Drivers/ Youth
 - Includes:
 - Access to unlimited craft sodas in the Craft Soda Garden & free bottled water
 - NO alcohol, taste tickets, or souvenir glasses
 - **Hot Pink Wristband –**
 - Who: General Admission Ticket Purchasers
 - Includes:
 - General Admission: Unlimited tastes (beer, wine, cider), souvenir glass
 - **Gold Wristband –**
 - Who: HopStar Ticket Purchaser
 - Includes
 - Unlimited tastes (beer, wine, cider), 4 spirit taste tickets
 - Souvenir glass & access to the HopStar Lounge

- **ADDITIONAL INFORMATION:**

- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

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HOPSTAR LOUNGE ASSISTANT

- **OVERVIEW:**

- The HopStar Lounge is part of the upgraded ticket package. The Lounge is located in Building W-4. It will feature: indoor restrooms, lounge area, lunch and dinner catering, and specialty tastes.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.

- **SPECIFIC TASKS:**

- To assist the leadership team supervisor with checking-in the HopStar ticket purchasers.
- Help clean the lounge and maintain the décor of the HopStar Lounge
- Provide support to breweries with pours of specialty brews. There will be a specialty beer tasting each hour.
- Assist at the entrance to ensure only HopStar ticket purchasers or Brewery Staff with a HopStar lanyard enter the Lounge.

- **Wristband colors:**

- **Red Wristband -**

- Who: Volunteers, Exhibitors & General Grounds Access Pass
- Includes:
 - NO alcohol, taste tickets, or souvenir glasses

- **Green Wristband –**

- Who: Designated Drivers/ Youth
- Includes:
 - Access to unlimited craft sodas in the Craft Soda Garden & free bottled water
 - NO alcohol, taste tickets, or souvenir glasses

- **Hot Pink Wristband –**

- Who: General Admission Ticket Purchasers
- Includes:
 - General Admission: Unlimited tastes (beer, wine, cider), souvenir glass

- **Gold Wristband –**

- Who: HopStar Ticket Purchaser
- Includes
 - Unlimited tastes (beer, wine, cider), 4 spirit taste tickets
 - Souvenir glass & access to the HopStar Lounge

- **ADDITIONAL INFORMATION:**

- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.
- The last shift of volunteers will be allowed to enter the HopStar Lounge to enjoy a craft beer in the Private Tasting Room. This is once the event has officially ended and their shift card is signed-off by their Leadership Team member.

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FLOATER/ NO PREFERENCE VOLUNTEERS

- **OVERVIEW:**

- We appreciate your flexibility in selecting a volunteer role! The Floater/ No Preference volunteer position can be anything. You are helping us out by filling a volunteer role that is currently empty. You will be assigned a position once you arrive at Volunteer Check-In.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.

- **SPECIFIC TASKS:**

- You will be assigned a volunteer location once you arrive for your shift. A “floater” or “no preference” volunteer fills any openings that there may be.

- **ADDITIONAL INFORMATION:**

- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

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TASTE TICKET & INFORMATION TENT

- **OVERVIEW:**

- The Taste Ticket & Information tent is where spirit tastes will be sold. Attendees can purchase an addition 4 tastes for \$10. Tastes Tickets are not sold separately.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.

- **SPECIFIC TASKS:**

- To assist the leadership team supervisor with checking IDs, colored wristbands and helping collect payments and distribute taste tickets.
- To help provide information about the event.
- **Wristband colors:**
 - **Red Wristband -**
 - Who: Volunteers, Exhibitors & General Grounds Access Pass
 - Includes:
 - NO alcohol, taste tickets, or souvenir glasses
 - **Green Wristband –**
 - Who: Designated Drivers/ Youth
 - Includes:
 - Access to unlimited craft sodas in the Craft Soda Garden & free bottled water
 - NO alcohol, taste tickets, or souvenir glasses
 - **Hot Pink Wristband –**
 - Who: General Admission Ticket Purchasers
 - Includes:
 - General Admission: Unlimited tastes (beer, wine, cider), souvenir glass
 - **Gold Wristband –**
 - Who: HopStar Ticket Purchaser
 - Includes
 - Unlimited tastes (beer, wine, cider), 4 spirit taste tickets
 - Souvenir glass & access to the HopStar Lounge

- **ADDITIONAL INFORMATION:**

- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

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VOLUNTEER CHECK-IN

- **OVERVIEW:**
 - At volunteer check-in, you will be making sure you understand the process of what volunteers get and when they get the complimentary items.
- **EXPECTATION:**
 - Smile and be pleasant at all times – it can make a huge difference in a person's experience.
- **SPECIFIC TASKS:**
 - Welcome the volunteers – they make this event possible!
 - Check off volunteer name in alpha listing – this tells us that they did arrive and will later generate a thank you letter.
 - Remind them to check-out with their area supervisor at the end of their volunteer shift.
 - Give them a t-shirt – one t-shirt maximum for each volunteer.
 - Direct them to their volunteer location and describe their duties to them, utilizing the appropriate job description page. When this has been done and the volunteer understand/has no questions, give him/her the job description page to keep. Take your time and make sure they understand!
 - Give them a voucher for their complimentary snack & soda/water – they can redeem at the same location. One ticket per shift.
 - When Floaters check in, please radio to see if there is a need in a specific area and then send them there. When in doubt, send them to line monitor position or craft area.
 - At the end of the 1st and 2nd shift, volunteers that bring a signed off shift card back to volunteer check-in will receive a “Fun Card.” The “Fun Card” will provide a discounted General Admission wristband or a free DD wristband. Volunteers must remove their volunteer shirt if they chose the General Admission wristband.
 - They will redeem the “Fun Card” at the Admission Gate.
- **POSSIBLE QUESTIONS AT VOLUNTEER CHECK-IN:**
 - **I'm a volunteer for X organization exhibiting here today. Can I check in here?**
Answer: No -- they should have received a ticket from that organization/ business. They do NOT receive a Workhouse BrewFest T-shirt.
 - **Do you need any extra volunteers? Can I help anywhere on site to get a t-shirt?**
Possibly -- check with Jackie.
 - **I brought my teenager/child/friend to volunteer -- do I get a T-shirt too?**
No. T-shirts are only for those volunteering for the event.
- **ADDITIONAL INFORMATION:**
 - If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

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VOLUNTEER & BREWERY HOSPITALITY ASSISTANT

- **OVERVIEW:**

- Volunteer & Brewery Hospitality Lounge is located in Building W-16. This area is a space for volunteers to come indoors and have a snack and beverage. Volunteers will be given a snack/beverage voucher at Volunteer Check-In. One voucher will be given per volunteer shift. Reminder – Volunteer snacks and drinks are not to be sold for any reason. The general public should NOT receive complimentary beverages or snacks – these are only for volunteers with vouchers or brewery staff with a lanyard.

- **EXPECTATION:**

- Smile and be pleasant at all times – it can make a huge difference in a person's experience.

- **SPECIFIC TASKS:**

- To provide 1 soda and 1 snack item to each volunteer (they will have a PURPLE “voucher”). Please save the voucher and place them in the box provided. Coupons will be used to track inventory for drinks and snack supplies.
- Adult Beverage (Brewery/Cidery/Winery/Distillery) will be given a lanyard to identify them. They do not have a limit on snacks/beverages but it must be within reason.
- Alert staff (information area has radio) if you are running low on ice, snacks or beverages.
- To maintain a clean and organized area for volunteers to take a break between their shifts.

- **ADDITIONAL INFORMATION:**

- If it is fifteen minutes prior to the conclusion of your shift, and the next person has not yet arrived, please let the supervisor know that he/she may contact the Volunteer Check-In tent.

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