



## Volunteer Handbook

Thank you so much for volunteering at the 3<sup>rd</sup> annual Workhouse BrewFest! With about 350 volunteers working together, we will host approximately 2,000 attendees throughout the day. We're counting on you to help make this event a success! Thank you for your commitment.

Many of you have volunteered with Celebrate Fairfax, the Workhouse Arts Center or for other beer festivals for a number of years. For others, it is a brand-new experience and you may have many questions. Whatever the case may be, we urge you to read this handbook carefully. Even the most experienced volunteers will find new information to learn as this BrewFest will grow and change from year to year.

Please feel free to ask questions, make suggestions, or ask for assistance. Other volunteers, leadership team supervisors, and staff members are all great sources of help and support. Never hesitate to ask how to do something or why something is being done the way it is. You may have a great idea that will help improve the BrewFest for years to come.

Volunteers carry out a variety of functions and duties, but all share a common role as an ambassador for the Workhouse BrewFest to every guest, exhibitor, and performer. A smiling face and a friendly attitude are important in ensuring the BrewFest is a pleasant place for everyone.

We hope you enjoy your experience at the Workhouse BrewFest. Thank you for volunteering! Your time and talents are greatly appreciated.

Nicole Yelland  
Volunteer Coordinator  
Celebrate Fairfax, Inc.

## **GENERAL FESTIVAL INFORMATION**

### **FESTIVAL DATE & HOURS**

- Saturday, August 4, 2018
  - 12:00pm – 8:00pm

### **EVENT LOCATION**

- Workhouse Arts Center:
  - **9518 Workhouse Road, Lorton, VA 22079**

### **OPERATIONAL HOURS**

- 11:30 AM – Exhibitors, Food Vendors and Breweries Ready
- 11:30 AM – Volunteers Arrive
- **12:00 PM – HopStar Ticket Entry**
- **1:00 PM – General Admission Entry**
- 7:30 PM – End of Spirit Taste Tickets Sales
- 7:45 PM – End of all Alcohol Pouring
- **8:00 PM – End of Event**

### **PARKING OPTIONS:**

- **Volunteers will park On-Site on the ball field. Enter through the GREEN Gate.**
- **PARKING PASS:** The link to the parking pass will be located in your confirmation email. Click on the link and it will direct you to the volunteer parking pass. You can screen shot it to show the parking staff or print it out.

### **ON-SITE TICKET OPTIONS:**

- **General Admission Ticket**
  - *Includes:* Entry from 1pm - 8pm, Unlimited Tastes of Beer and Wine, 7 Hours of Sampling
  - *Prices:* \$45.00 – At the Gate (if still available)
- **Spirit Taste Ticket Information**
  - Can be purchased on-site at the Information & Tasting Ticket tent
  - *Prices:* \$10.00 – 4 Spirit Taste Tickets
- **HopStar Admission Ticket**
  - *Includes:* Early entry at 12pm, On-site parking pass, Unlimited Tastes of beer and wine, 4 Spirit Taste Tickets, Access to HopStar Lounge (*Must be 21+ to enter HopStar Lounge*)
  - *Prices:* May not available for sale on-site
- **Designated Driver/ Youth Ticket**
  - *Includes:* Entry from 1pm - 8pm (entry at 12pm if entering with HopStar ticket holder), Bottomless Craft Soda
  - *Prices:* \$25.00 – At the Gate (if still available)
- **Children Under 5 Years Old - FREE**

## **INFORMATION ABOUT THE BREW CREW**

### Who is eligible to volunteer on the Brew Crew?

- Individuals who are self-motivated and reliable
- Individuals interested in having fun and being a team player
- Individuals 16 years old or older

### What do I receive when I volunteer?

All volunteers will receive a grounds access wristband, a volunteer t-shirt, a snack/beverage coupon for each shift, a souvenir event tasting glass at the end of your shift and memories to last a lifetime!

- First and second shift volunteers - will have the option to receive a free Designated Driver wristband for unlimited craft sodas or a \$15 Unlimited Tasting Wristband (Must be 21+).  
Please note - these options are only available after your shift has ending and your supervisor signs off on your shift card.
  - Please bring your signed shift card to Volunteer Check-In to receive a "Fun Card" for one of the options above. You will take the "Fun Card" to an admission gate. You must remove your volunteer shirt or turn it inside out to be able to drink.
- Last shift volunteers – will receive admittance to the Volunteer Social. At the social, volunteers will have the opportunity to sample private specialty brews that are featured in the HopStar Lounge and have the chance to mingle with fellow volunteers while sitting back and relaxing after their shift.  
Please note - this option is only available after your shift has ending and your supervisor signs off on your shift card.

### How do I know what I am supposed to do when I reach my volunteer position?

- Each volunteer job or task has a job description. If you have any problems or questions about your assigned volunteer job, please check with your area's assigned Leadership Team Supervisor.

### What is a Leadership Team Supervisor?

- Your supervisor(s) are identified by the Leadership Team Badge that they each wear. Leadership Team Supervisors are long time volunteers that assist staff in the planning and operations of the festival. They are each assigned to a specific location of the festival for all hours of the day of the event. They are in charge of supervising the operations of their site as well as any volunteers that are assigned to that area. Each Leadership Team Supervisor will have a radio so that they may contact festival staff with any requests or needs.
- As a general volunteer, your first point of contact will be your assigned Leadership Team Supervisor. After you go to Volunteer Check-In, you will check-in with them at the beginning of your shift and once your shift has ended so that they will be able to contact Volunteer Check-In for a replacement if a volunteer for the next shift does not show up on-time. You will also be given a shift card at Volunteer Check-In to give to your Leadership Team Supervisor to sign off on at the end of your shift. Take your signed shift card to Volunteer Check-In once you have completed your shift.

### Where do I park?

- View the attached image with where to park. You will enter through the **GREEN GATE with the parking pass that was emailed to you**. The parking pass will be attached to the confirmation e-mail.
- If you have a DMV issued handicap hangtag or license plate, you are able to park in a closer to the entrance.

### What do I wear when I volunteer?

- Volunteers are required to wear volunteer t-shirts or special volunteer gear during their volunteer shift. The volunteer gear will be given out at Volunteer Check-in. The volunteer gear identifies you to event attendees, Festival Leadership, exhibitors and vendors, and provides them with a resource for any questions or general assistance. Dress for the weather. Refrain from wearing halter or tube tops and short shorts while on duty. You may also want to bring sunscreen.

## **SCHEDULING QUESTIONS**

### Where do I go when I report for my shift?

- You will need to report to the Volunteer Check-in Tent which is located between the two main admission gates – Gate 3. Please check in at least **10 minutes** before your assignment begins.

### What if I have to arrive late?

- **It is important that you arrive on time.** The festival depends on your presence and reliability. Scheduling conflicts are inevitable and understandable; however, no-shows will jeopardize your opportunity for future volunteering. Please try to avoid late arrivals. If something unavoidable comes up, please call Nicole Yelland at 571-585-2175. If you reach a voicemail box, please leave your name, when and where you are assigned, and when you will arrive. When possible, she will notify your Leadership Team Supervisor.

### What if I have to leave early?

- Leaving early should be avoided. If you must leave, please notify the Volunteer Check-in Booth Supervisor and your Leadership Team Supervisor when you check in so that arrangements can be made to cover the balance of your shift. Volunteers are expected to stay until the end of their shift so that our guests can receive the proper service and attention.

### What if I volunteer, and then have to change or cancel shifts?

- We understand that some changes in scheduling are inevitable - If you need to cancel your shift, please e-mail the Volunteer Coordinator at [Nicole.Yelland@FairfaxCounty.gov](mailto:Nicole.Yelland@FairfaxCounty.gov) or your shift may not be cancelled before the event.

### How do I volunteer for extra shifts? Should I just show up and ask the Leadership Team Supervisor if more help is needed?

- Occasionally, registered volunteers are not able to work. Because of that, we generously accept offers from volunteers who wish to stay on duty. Should you be interested in additional shifts, please let your Leadership Team Supervisor know, or stop by the Volunteer Check-in Booth on your way out of the Festival. If you know that you want to volunteer for an additional shift or two before arriving on site, contact the Volunteer Coordinator, Nicole Yelland or notify the Volunteer Check-in Booth Supervisor upon arrival. **THANK YOU!**

### What if it is raining? Should I assume you don't need me as a volunteer and stay home?

- **Workhouse BrewFest takes place rain or shine.** If the weather forecast calls for rain, please bring rain gear and umbrellas. NOTE: Workhouse BrewFest will only close if the weather interferes with public safety. Rain or shine, we need you to show up for your shift!

## **SAFETY & SECURITY/ EMERGENCY PROCEDURES**

- *Workhouse BrewFest* is an event that hosts thousands of visitors and it is our goal to make the event as safe and enjoyable as possible. However, accidents will happen from time to time. As a *Workhouse BrewFest* volunteer, you can help minimize the damage by following some safety and security procedures.
- For any emergency situations requiring police assistance, a volunteer should immediately contact the nearest Leadership Team Supervisor. If there is a situation which is not an emergency, but which requires special attention, have the Leadership Team Supervisor contact the Information Tent to inform the appropriate people. Leadership Team Supervisors, please be sure to file a written report on any incident at the end of your shift so that the office has a full record of what took place. Please obtain an *Incident Report Form* from an Information Notebook.
- In case of emergency, Festival staff may call for a temporary closure of an area of the Festival site, or in rare circumstances the Festival in its entirety. Should this occur, you will be notified by your Leadership Team Supervisor. Please remain on-duty until your supervisor releases you, even if the site is closed for any period of time. If there is an emergency that is a life threatening situation, please call 911 directly and then inform your Leadership Team Supervisor. The Leadership Team Supervisor will be able to immediately alert festival staff to the situation and on-site festival security will be dispatched to your location.

### I notice a dangerous situation and/or medical condition. Whom should I notify? What should I do next?

- As you are walking through the event, take notice of your surroundings. If at any time you see a possible danger or medical condition, please notify your Leadership Team Supervisor immediately. Once you have notified the proper authority, please work with your Leadership Team Supervisor to contain the possible hazard so that guests cannot walk through the dangerous area.

### A guest of the festival is acting strangely; I believe they are a danger to their own health or to the health of others. What should be done?

- If you notice strange or threatening behavior, immediately report it to your Leadership Team Supervisor. It is important to take a description of the person in question, and if possible, observe where he/she is headed.

### Inclement Weather

- *The Workhouse BrewFest* is a rain or shine event, but sometimes performances and activities may be delayed or stopped completely if there is an electrical storm.

## **AT THE FESTIVAL – VOLUNTEER QUESTIONS**

### What and where is the Volunteer Hospitality Lounge?

- As a volunteer, you will receive a voucher at Volunteer Check-in for a complimentary beverage and a snack item from our Volunteer Hospitality Lounge located in Building W-16. This Lounge is also the Brewer Lounge so you will have the opportunity to meet and mingle with your favorite breweries.

### Do I get a break when I am volunteering?

- If you are volunteering for two or more shifts back to back, please speak with your Leadership Team Supervisor about scheduling a 10 minute break. We ask Leadership Team Supervisors to help in scheduling breaks to make sure that all areas are adequately staffed, especially during busy times.
- Please be considerate of others who are working with you. Return promptly from your break. Consideration of one another leads to a more positive environment for every volunteer.

### May I use my cell phone while I'm on duty?

- Cell phones are not permitted during shifts unless on break. Though cell phones are an important communication tool, they may also be a distraction to other volunteers and visitors. Please turn cell phones off or set on vibrate while you are on duty.

### My friend may stop to visit with me while I am volunteering. Is it all right if he/she hangs out with me so we can talk?

- No one, including small children, should be in your volunteer area except those volunteers scheduled to be there. Also, when you are volunteering, it is necessary to direct your full attention to your tasks, serving our guests as quickly and politely as possible, and to carry your share of the responsibility. Arrange to meet your friend during your break or following your shift, when you can really enjoy his or her company. Do not bring children while you are volunteering!

### What is the "volunteer agreement" that was in the registration form?

The volunteer agreement states that you will perform your assignments in a professional and courteous manner. You will grant The Workhouse Arts Foundation the rights to use your name, likeness, photos, or reproduction of your performance for any purpose including promotion and advertising. It also certifies that all information provided in the volunteer application form is true and complete and that you agree to the waiver. This agreement is not meant to intimidate anyone; it is primarily meant as protection for volunteers and the festival.

### What does it hurt if I help myself to just one beverage/snack item from Volunteer Hospitality, HopStar Lounge or Craft Soda Garden?

- All volunteers are expected to purchase any additional beverages or snack items they consume after they used their beverage/snack ticket. **(PLEASE DO NOT SERVE FREE BEVERAGES OR SNACKS TO YOUR FRIENDS OR FAMILY MEMBERS EITHER)** The income from the food vendor and beverage sales helps pay for all of the programs presented during the festival. It may not seem like one drink/snack can make a difference, but if every volunteer helped himself or herself to one drink/snack each shift, this would add up to a great deal of lost income.
- Volunteers are provided with one snack item and beverage ticket per shift; these tickets can only be redeemed at the Volunteer Hospitality Lounge located inside Building W-16.

### Can I pour myself or my friend a free taste or full glass of beer, wine, cider, mead or spirits?

- **ABSOLUTELY NOT!** This could potentially jeopardize the festival's ABC license. Please respect our policy and wait to drink alcoholic beverages after your volunteer shift is over. Thank you!

### Volunteer Termination Policy

Should it become necessary to consider the termination of a volunteer during the course of the festival operations or at other times during an operational year, the following policy will serve as a guideline for such considerations:

For the continued effectiveness and operation of the Workhouse BrewFest and to maintain the desired public image of The Workhouse Arts Foundation, it may be necessary at times to consider the termination of a volunteer. Such decisions will only be made for the demonstrated cause and following consultation among the appropriate festival staff members.

Situations that are brought to the attention of festival staff will be considered on a case-by-case basis. Such situations include, but are not limited to, theft (including tickets, goods, products, and money), intoxication while on duty, use of inappropriate or profane language, failure to treat others with respect including festival staff and Workhouse Board of Directors, aggressive or violent behavior, destruction of Workhouse property (including but not limited to signs, banners, etc.), and/or knowingly allowing or assisting in the commission of any illegal act while working for the organization.

If objectionable behavior is observed by a leadership team supervisor, the person making the observation should contact festival staff directly. Following documentation of the incident, the individual volunteer involved will be talked to by the appropriate Workhouse representative and any decision or conditions of future volunteer status will be conveyed at that time.

### I have some really great ideas on how things might be done better. Whom should I talk to?

- Please don't hesitate to offer suggestions to your area's Leadership Team Supervisor. Also, feel free to ask them any questions you might have. They are there to help you and you should use them as resources. If you are not comfortable making suggestions to them or asking questions, please email the Volunteer Coordinator [Nicole.Yelland@FairfaxCounty.Gov](mailto:Nicole.Yelland@FairfaxCounty.Gov).

**[View next page for Volunteer Parking and Check-in Map](#)**

**VOLUNTEER PARKING & CHECK-IN MAP**

