

# Alefort 2022

## VOLUNTEER GUIDELINES

### CHECK-IN

- Please get a **21+ Wristband** prior to your shift.
- Please don't forget to wear your Treefort Volunteer shirt! Please note this is our only way to identify you as a volunteer.
- Please arrive at least 15 minutes before your shift. You are required to check-in / out with staff prior to and after your shift is completed.
- **Decor Volunteers:** You will meet just inside the Alefort area, near the box office (token booth) area, please find Heather or Kristin.
- **Group Volunteers:** *If you are part of a group who is volunteering you will check-in & out at the volunteer booth outside of the Mainstage.*
- **Token Sales at Mainstage:** *you will also check-in & out at the volunteer booth outside of the Mainstage.*
- **Alefort Volunteers (wristbands, foodfort, token sales, & beer pour)** please check in at the Alefort Box Office (ie. Token Booth).
- **Cider / Wine Volunteers:** meet at the cider (Alefort Pub - left) / wine tables (Alefort Lounge Tent - right).
- Please don't go directly to your station, unless Alefort staff releases you to do so.
- For all positions we will go over some of these guidelines again so they are fresh in your mind.

### GENERAL

- Breaks - If you need a bathroom break or have an emergency, please find a floater or an Alefort staff member to get your station covered.
- Wear comfy shoes and bring a refillable water bottle and/or some snacks if you need! Your shift is going to fly by!
- There will be a storage area behind the box office (token booth) for you to place your backpacks, purses, or coats.
- **We couldn't do this without you so THANK YOU!**

### TOKEN SALES

- You are the first faces that Alefort visitors see! Our number one goal is customer service. Please handle all encounters as such and if an issue arises grab any Alefort Staff and we'll help you sort it out!
- All Alefort visitors will be required to purchase tokens in order to receive food or drink within the event.
- Visitors can use an 8 oz or 16 oz cup, both available for purchase if they don't have one.
- Each token costs \$4
- All items in the tent will have signage that notes how many tokens are required for purchase.
- Tokens are non-refundable but are good all weekend in Alefort and at Main Stage
- Only Alefort issued silver tokens can be used in the venue (sometimes we see ones from 10 Barrel, El Korah, etc. which will not be redeemable).
- We will be accepting cash or credit. Credit transactions will be processed on an Apple based point of sale system. You will receive quick and easy training on it before your shift.
- You are responsible for a significant amount of financial transactions so we ask that you keep an eye on your cash box and ensure that if you need to step away for a moment we can have someone fill in or remove the cash.
- There will be a few designated individuals allowed to remove cash from your cash boxes (as they tend to get full quick) and you will be instructed as to who those folks are before your shift. Otherwise, keep an eye out for other hands and fingers!

### FOODFORT

- Foodfort volunteers will receive instruction upon arrival to their station.

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### BEER / WINE / CIDER POUR

- The best way to pour a beer is to pull the tap handle all the way down.
- No free pours for anyone - always ask for a token. If anyone tries to hassle you about this, please, let an Alefort staff member know!
- Foam issues - if the beer is pouring with lots of foam, please talk to the beer rep at your station or find an Alefort Staff member.
- Running out of beer or gas - please talk to **Cody, Ryan, Heather, or David** (Alefort Staff).
- Patrons can use 8oz plastic cups or 8oz / 16 oz. stainless cups. There will be plastic 8 oz cups at each station to help with pouring for stainless cups.
- Full pours (16 oz) allowed this year - must ask for token cost x2.
- No samples or trying beer.
- No drinking allowed- don't be that volunteer! If you have finished your shift please remove your credentials and Volunteer shirt before consuming alcohol.
- Ice for jockey box and kegs - Ice will be located in the ice trailer in our staging area. Vendors will make sure these are stocked.

### WRISTBANDS

- You will greet patrons, and put 21+ wristbands on to move the line along quickly.

### SECURITY

- Only Staff, Vendors, and Volunteers are allowed behind tables, at all times.
- We have minors in Alefort, so please always look for over 21 wristbands, before serving.
- One pour per person - No multiple pours! Don't fill 2 glasses without the other person present & showing the wristband.
- Over-serving - be mindful of your patrons. If you see someone who is extremely intoxicated please report to Alefort staff and do not serve them.
- Cutting people off - same as above, use your best judgment and report to staff.

### TOKENS

- Please check all tokens to make sure patrons are using silver Alefort tokens only.
- Token (bucket) pick-up - Alefort staff are the only people allowed to pick up tokens from your station. Don't leave the token bucket unattended.

### CLEAN-UP / CLOSING

- Clean up - please be respectful, don't put any trash in the kegs, and recycle all appropriate items.
- Spill buckets - when buckets are full and at the end of the shift they will need to be emptied into the Gray Water tank.
- Please remain at your station with your token bucket until a designated staff member comes around to collect them.
- Please don't untap kegs or take tap handles off the jockey box. Alefort staff will come around and do anything required for beer at closing time.
- If you have Late shift - please hang out to make sure all tasks are complete, you are only allowed to leave if Alefort staff releases you from your duties.