

Thank you for your interest in working with the Wine, Beer & Food Festival. Please review the information below so you are prepared for your shift(s) at the Festival. It is our goal to make the Festival welcoming to all of our guests and exhibitors and you are a vital part of the Festival team!

DATES & HOURS:

Thursday, November 16, 2023 – VIP Preview – 6PM-9PM

Friday, November 17, 2023:

Industry Trade Event: 1PM-3PM Public: 4PM – 9PM

Saturday, November 18, 2023: 2PM – 9PM

- Tasting tickets are \$.50 each.
- Admission tickets are non-refundable unless the patron selected purchase protection for their tickets.
- Admission tickets are for one day only.



LOCATION:

DeVos Place 303 Monroe Ave NW, Grand Rapids, MI 49503

- Save money by parking at DASH Lot #9 at 299 Seward Ave. NW, Grand Rapids, MI 49503 to allow DeVos parking for event patrons. The lot is \$3. Then take the free Festival Trolley from the lot to DeVos Place and back.

UNIFORM:

- Black dress pants or skirt (no leggings please)
- Comfortable shoes
- Nice white or black dress shirt (no t-shirts please)

PRIOR TO THE EVENT:

- Be sure to watch the training video BEFORE YOUR SHIFT. The video will give you all the basics on pouring samples at our event. You can watch the videos here: <https://vimeo.com/showcase/9941343>
- Some important details from the video:
 - Vineyard booths will have wine openers, measured pour spouts and wine stoppers.
 - Beer City booths will have bottle openers.
 - All booths will have a bus tub with ice, carafe with rinse water, dump bucket, trash can, and paper towel.
 - All guests will receive a free Festival glass for wine, beer, and cider samples.
 - If the glass has remaining liquid in it, dump it in the dump bucket and, rinse with water before pouring in sample.
 - The glass has the Wine Festival logo on it. The bottom of the logo is 2 ounces (standard pour for beer/cider) and the top of the logo is 4 ounces (double pour)
 - Wine samples are 1 ounce and a double pour is 2 ounces. Hold the bottle straight upside down and pour until the spout clicks and stops pouring.
 - Booths serving distilled spirits will have small $\frac{3}{4}$ ounce “communion” cups for samples. Spirits get a $\frac{1}{2}$ ounce sample so fill the cup about $\frac{2}{3}$ of the way for a sample. If they are premixed cocktails, pour the mix in one of the logo’d glasses and add $\frac{1}{2}$ ounce the spirit.
 - For non-alcoholic beverages, use the same measurements above.
 - If there is not a rep available at your booth to answer product questions, read the labels on the items at your booth or do a quick Google search.
 - Keep your booth clean of garbage, dirty glasses, empty containers, and liquid. Keep it stocked and organized to appeal to the patron.
 - Extra beverages should be stored under the table.
 - Remember smile, make eye contact, and talk loudly. It’s a busy event and can get noisy.
 - Use the QR code on the table when you need help! Use your phone to scan the QR code to request a break, restock on product or if you need a supply refilled (ice, water, etc).

CHECK-IN:

- Check in at the Volunteer Rooms (located off the Grand Gallery/main lobby in Meeting Rooms B, C D)
- You must check in and out of your scheduled shift time using one of the kiosks (laptop computers). If you cannot find your name in the volunteer system, let the Volunteer Supervisor know and they will write down your check in and out times.
- Be sure to arrive for your shift at least 15 minutes early to allow for check in.
- Plan to grab an apron and hang your coat up. Don't forget a snack and bottle of water.

TICKETING SYSTEM:

This year we are using a new ticketing company for the Festival. Patrons buy their admission tickets online and can order any additional items (pairing, tasting tickets) in the same transaction. They receive an email confirmation which includes a QR code. To enter the festival, they show their QR code (on their phone) to the ticket taker. The ticket taker then taps a wristband to the scanning device which puts the patron's tasting tickets onto the wristband. The wristband is handed to the patron to wear for the festival.

At the Booth, you will need to enter the # of tasting tickets the beverage or food item costs and then the patron simply taps their wristband on the scanning device and the number of tasting tickets are deducted. After they tap the wristband on the device, you will want to show the patron the scanner so they can see the number of tasting tickets remaining.

Patrons can purchase more tasting tickets online (signs will be posted at the event) and at tasting ticket booths located outside of the Vineyard (Ballroom) and inside Beer City (Exhibit Hall C). Patrons may also purchase more tickets online using the QR codes posted around the event. IF a patron purchases more tasting tickets online, their wristband will automatically update with their new tasting tickets when they tap their wristband at the next booth..

REMINDERS:

- Do not leave your post unattended. Contact the Volunteer Assistant or other Festival Staff when needing a break. Do not leave your booth until the next volunteer is at your table. Be sure to have the booth stocked and cleaned up for them.
- Make sure you know where the closest DK Security personnel is located. They will be stationed throughout the event but also have an office near the Monroe Street elevators.
- If you see a guest fall or have another accident or report a stolen item, notify DK Security and the Festival Office immediately.
- **Drinking alcohol/product during a shift is strictly prohibited.** You may not sample items at your booth and alcoholic beverage "gifts", or free samples may not be accepted at any time before, during, or after your shift. **Volunteers seen sampling will be asked to leave.**
- If a guest at your booth is intoxicated or behaving in a negative way, be sure to take their safety and your own into account. Use the QR code to get help with the patron.

CLOSING PROCEDURES – END OF NIGHT

If you are working the last shift of the night:

- Leave any items that are in the ice/ bus tub
- For any spirit or wine bottles that are open and have remaining liquid, cap them and leave the opened bottles on the table in one area.
- Any items that have not been opened OR are not in the ice/bus tub should go under your table in the boxes they came in
- If sample glasses are left on your table, dump the liquid and stack all of the glass in one area.
- Put all tools (wine stoppers, wine openers, can openers, etc) in one area.
- **Bring your scanning device and apron back to the volunteer room and check out.**
- **Don't forget to grab your volunteer "perk" on the way out.**