

# Volunteer Job Descriptions ~ Beverage Garden

## **Beverage Garden Manager**

### Responsibilities:

- Managing, supervising, and training volunteers
- Organizing and completing paperwork
- Set up and take down of sales & serving areas
- Liaise with Musicians, Box Office, and Volunteer Centre
- Customer Service; Trouble-shooting
- Be aware of what's happening in and around the Beverage Garden at all times
- Ensure Liquor Legislation is followed

### Required Skills and Abilities

- Organized, responsible, and reliable
- Flexible, diplomatic, resourceful
- Supervisory skills, multi-tasking
- Customer Service and communications
- Cash-handling and math skills; Must be bondable
- Commitment to training and feedback processes

### Time Commitment

- Minimum 4 ten(+) hour shifts during the festival

## **BG Ticket Sellers**

### Responsibilities

- Pick up float at ABO
- Report to the Beverage Garden Manager
- Check ID of all patrons who appear under age 25
- Give hand stamps to patrons whose age is verified
- Sell beverage tickets to the public
- Keep your cash and tickets with you at all times
- Remember to ask for exact change or small bills
- Watch for intoxicated patrons
- Complete reconciliation sheet
- Cash out at ABO (witnessed by ABO staff)

### Required Skills and Abilities

- Customer Service
- Cash-handling and math skills
- Must be bondable
- Attention to detail
- Comfortable asking patrons to show ID
- Ability to read small print on IDs

### Time Commitment

- Shifts are maximum 4 hours
- No minimum number of shifts

## **BG Servers**

### Responsibilities

- Report to Beverage Garden Manager
- Check ID of all patrons who appear under age 25
- Watch for unique hand stamps

- Exchange Beverage Tickets for beverages
- Open all beverages before giving to patron
- Glass bottles must be poured into plastic cups
- Watch for intoxicated patrons
- Assist with clean-up upon request

### Required Skills and Abilities

- Customer service
- Attention to detail
- Comfortable asking patrons to show ID

### Time Commitment

- Shifts are maximum 4 hours
- No minimum number of shifts

## **BG Security**

### Responsibilities

- Report to Beverage Garden Manager
- Crowd observation
- Check ID of all patrons consuming alcohol who appear under 25 and do not have a hand stamp
- Assist with checking IDs when Ticket Sellers are busy
- Watch entry and exit to ensure no product leaves the area

### Required Skills and Abilities

- Customer Service
- Keen observation skills
- Comfort asking patrons to show ID
- Ability to read small print on IDs
- Ability to recognize intoxicated patrons
- Bus tables

### Time Commitment

- Shifts are maximum 4 hours
- No minimum number of shifts

## **BG off hours Security (daytime)**

### Responsibilities

- Observe inventory and infrastructure
- Alert staff of any unauthorized persons
- Sweep and hose down entire area
- Wash all tables; wash seating as required
- Remove garbage
- Assist with inventory deliveries and counts

### Required Skills and Abilities

- Attention to detail
- Keen observation skills
- Ability to lift and move chairs, tables, full garbage bags, cases of product, etc

### Time Commitment

- Shifts are maximum 4 hours beginning 8 am
- No minimum number of shifts