Volunteer Information

Date of Event: Saturday, November 3rd, 2018

We are grateful for your participation in the Suwanee Wine Festival! The Suwanee Wine Fest is dedicated to educating the public about wine. The primary goal of the SWF is to educate the consumer about the vast spectrum and quality of wine currently produced in the United States. The Suwanee Wine Festival could not exist without its volunteer support. THANK YOU!

Minimum Age Requirements

All volunteers must be a minimum of 21 years of age before the event to volunteer. Photo ID will be checked during the check-in process so don't forget to grab it as you head out the door!

Name Tag/Clothing/Check-In

Once you check in you will receive your awesome, limited edition t-shirt (please wear it during the festival) nametag and wristband for entry. Also, please make sure to wear appropriate but comfortable pants or shorts and shoes.

There will be a volunteer check-in area located in front of City Hall with a Volunteer Check-in banner. You MUST check in here to receive your wristband for entry. You will not be allowed into the event with out a wristband. There will be someone tending this area from 10:30 am to 1:00 pm. Please arrive on time and ready to have fun!

Parking

We recommend parking at the Suwanee Library – 361 Main St., Suwanee, GA 30024 and then walking through the pedestrian tunnel across Buford Hwy to the park

Responsibilities

Most volunteers will be assigned to a specific table and will be pouring delicious wine during the event. You will be serving 1oz wine samples to patrons. There's a line on the glass indicating the level, no worries. A high level of professionalism is required, and a knowledge of wines being served is always welcome. Other volunteers may be helping with ticketing, running ice, set-up, or breakdown. Since we are doing shifts this year please be courteous to each other and our guests. We ask that all volunteers work their scheduled shift and wait to be relieved before enjoying the festival.

We always do our best to ensure each volunteer is performing the duties requested and with the members of their team name, however, if history has taught us anything it's that these events can be very unpredictable and sometimes we have to move things around quickly to accommodate each station. **Please be helpful and understanding if your Volunteer Manager needs to change things up. Remember we have the event's best interest in mind so your willingness is greatly appreciated.**

Set up

Once you check-in and find your assigned section, please help your Volunteer Manager by doing the following:

1. If there are any tables that need to be unfolded and set up please do so.
2. There should be a list of wines for your tent located in your section. Please check to make sure the correct wines are in your tent and notify your Volunteer Manager if you notice something is missing.
3. Please make sure all wine is on ice that needs to be iced and the proper equipment is there and ready to serve our guests. (ie. Wine openers, pourers, etc.)
4. Please take ownership and care of your station for the day. Your Volunteer Manager will be working hard to make sure you have everything you need to enjoy your experience at the fest and also ensure our guests have a wonderful experience. If at any time you feel something is not right, missing, in need of or not working properly please notify them immediately. You should see many members of our staff walking around the perimeter checking on each station.

On-Duty Rules

1. The wristband colors will vary. **Do NOT Pour to people with White wristbands as they are the designated drivers.** The VIP entry time will be 12pm-1pm. General admission begins at 1pm and goes until 4:30pm.
2. There should not be anyone in the park that does not have a wristband. If you see someone drinking who is not wearing a wristband, please let a Suwanee Wine Fest staff member or security personnel know immediately. Under no circumstances are you to pour to anyone WITH OUT a wristband.
3. If you serve to anyone under 21 or w/o a wristband you may be prosecuted. So be aware. We are checking ID's at the door, so anyone who has a wristband is 21 or older.
4. Pour to the 1oz. line- no more. It is a Georgia law for wine tastings.
5. **Please do not drink any time during your shift. Tasting is not allowed during this time according to Georgia State Law. The Suwanee Police Department and the City of Suwanee representatives will be monitoring each tent, so please be respectful of this law. Your shift allows you to enjoy the festival either before or after so you will have time to enjoy the festival accordingly.** Once you are at your assigned tent please do not use your tasting glass to sample wine while you are pouring. We will be providing small sampling cups for each volunteer to sample the wine at their tent so you are able to learn about the wine you will be serving and better assist our guests. It is always great when you know about the wine you are pouring so when our guests ask about it, you will have a great answer.
6. **Please do NOT dump ice on the grass.** This kills the grass and the festival will have to pay for it. There will be designated ice dumping stations. Also, be mindful of the flowerbeds, etc. Anything that is damaged will have to be replaced by the festival.

7. If there are unopened bottles, please be sure the labels do not get wet or damaged as they can be returned to the distributor. Please do not open new bottles after 4:00pm.
8. At 4:30pm, the announcer will note the end of pouring. You must stop pouring at this time.
9. Once pouring is over, please remain at your booth and be sure any remaining wine is stacked and no one removes it from the premises.
10. Please fold up tables at your location as well, to help with the breakdown process.

Again, thank you so much for your participation and hard work to help make this event a success. It is our goal to provide an excellent environment for all in attendance and hope you enjoy the 2018 Suwanee Wine Fest as much as we will!