

**KIRKLAND**  
**UNCORKED**  
*Art, Food & Wine  
on the Waterfront*

## **Volunteer Handbook**

July 20-22, 2012

Marina Park

25 Lakeshore Plaza, Kirkland, WA 98033

Please consider the environment before printing this handbook, read it online instead!

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## 1. Welcome

Hello and thank you for playing a critical role in supporting this year's Kirkland Uncorked, benefiting the Hope Heart Institute. This event would not be possible without your involvement. We look forward to working with you at the festival and hope that you have an amazing experience!

**Please be flexible.** Like any large event, things are apt to change last minute at Kirkland Uncorked. We ask that you are flexible during your shift, as we may have to position you somewhere other than where you were scheduled if a new need arises. If you are uncomfortable with the task assigned to you, please let us know.

**Questions?** Not sure what shift(s) you signed up for? Log into your Bold Hat Shiftboard account and click on "My Shifts" to view your scheduled time slot and volunteer position. You may also call or email Lacey Lybecker at 206.633.0422 or [volunteer@boldhatproductions.com](mailto:volunteer@boldhatproductions.com).

## 2. Event Dates & Hours

### **Kirkland Uncorked Tasting Garden**

Friday, July 20<sup>th</sup>, 5pm-10pm

Saturday, July 21<sup>st</sup>, 1pm-10pm

Sunday, July 22<sup>nd</sup>, 1pm-6pm

### **Kirkland Uncorked Promenade**

Friday, July 20<sup>th</sup>, 2pm-8pm

Saturday, July 21<sup>st</sup>, 11am-8pm

Sunday, July 22<sup>nd</sup>, 11am-6pm

## 3. About Kirkland Uncorked

Kirkland Uncorked is a regional showcase of art, food and wine of the picturesque shores of Lake Washington in Kirkland, WA taking place July 20-22, 2012 at Marina Park (25 Lakeshore Plaza, Kirkland, WA 98033). Benefiting the Hope Heart Institute, Kirkland Uncorked features artist booths, a boat show and dog modeling contest in the Promenade and Tasting Garden with grilling demonstrations, wine tasting and live music.

### **Admission to the Tasting Garden:**

- \$25 in advance
- \$30 at the gate
- \$15 non-tasting admission

*Admission includes a commemorative glass and 10 tasting tokens. Wine is 1-2 tasting tokens depending on price of wine. Additional tasting tokens are sold for \$2.00.*

## 4. Free Admission to Kirkland Uncorked

Volunteers receive **free admission to the event**, which includes a tasting glass and 10 tasting tokens. Each admission is good for one day only.

*Note on free admission:* Due to WA State Liquor Law, volunteers are not allowed to use their free admission (drink) before or during a shift. Once your shift is over, you are welcome to use your free admission. If you are volunteering on the last shift on Sunday night, you are welcome to use your free admission on Friday or Saturday.

## 5. Important Things to Know

- a. Plan to **arrive at least 15 minutes early** for your volunteer shifts!
- b. There are no official breaks, but if you need to use the restroom or take a water break during your shift, please let your area manager know so they can find someone to cover. We will have snacks and water available at Volunteer Check-In.
- c. **We are counting on you!** If you've signed up for a shift, please make every effort to show up. We can't have a successful event without each and every one of you!
- d. If you think someone has had too much to drink, notify your Area Manager and they will address the situation. Signs to watch out for are slurred speech, fumbling, lack of physical coordination, loud or angry behavior, or boisterous or show behavior.
- e. Wristbands: Security will put a Blue and White Age Verified Wristbands on individuals that look young. It is to let you know that their ID has been checked and you can serve them alcohol.
- f. Please fill out the volunteer evaluation that you will receive via email after the event. Your feedback is really important and makes a difference!

## 6. Location & Parking

- Location: Marina Park, (25 Lakeshore Plaza, Kirkland, WA 98033)
- Parking: Parking can be found throughout the Kirkland neighborhood. Please come early the day you volunteer because parking can be sparse, especially if you are volunteering in the afternoon or evening. You can also bike – we do have a bike valet available.

## 7. Lost and Found

All lost and found articles that are turned in will be located at Volunteer Check-In. After the event, all collected items will be held at the Bold Hat Productions office. If you are trying to locate a missing item after the event, please call 206.633.0422.

## 8. Emergencies

If there is an emergency, contact your Area Manager or someone with a radio and let him/her know exactly what the situation is. We have first aid kits on site and can make

sure the necessary actions are taken for the severity of the emergency.

## 9. Volunteer Check-In

All volunteers should enter through Volunteer Check-In (it is located to the right of the main entrance gate and will be well-marked). The Kirkland Uncorked Volunteer Coordinators will check you in and provide you with a volunteer t-shirt. Your Area Manager will then come and greet you, tell you about your position and take you to the location in which you will be volunteering.

Please bring only what you need to the event and if possible keep your belongings on you (wallet and keys). Small bags/coats can be stored at Volunteer Check-In but space is limited and not secure.

## 10. Volunteer Check-Out

All volunteers must check out after each volunteer shift. If you choose to stay and use your free admission after your shift, we will ask that you change out of your volunteer t-shirt and you will receive your tasting glass and 10 tasting tokens. If you choose to come back at a later time to use free admission, we will check you out to verify you have completed your shift. When you return, come back to Volunteer Check-In to receive your tasting glass and 10 tasting tokens.

## 11. What to Wear/Bring

You will be given a Kirkland Uncorked volunteer t-shirt to wear during your shift. ***Please only wear the volunteer t-shirt while you are volunteering, as we would like to avoid confusion from attendees who may ask for your help while you are not volunteering. This also helps to make it clear that volunteers are not drinking.*** Please make sure to wear comfortable clothing and shoes as you may be standing and walking for much of your shift. Also make sure to wear something that you don't mind getting dirty.

## 12. Contact Information

**Please only call these phone numbers during the weekend of Kirkland Uncorked!**

- Kirkland Uncorked Main Line: 206.633.0422
- Lacey Lybecker, Volunteer Coordinator: 206.947.1294

## 13. Volunteer Job Descriptions

- **Production/Set-Up:** Strong muscles needed! We need production help to set up tables, move wine, hang banners and get the site ready for our guests. (Must be able to lift 50+lbs.)
- **Entrance Booth:** Where the fun begins! After providing the proper identification to our security staff, our guests will be ready to start their tasting. We need friendly and personable volunteers to assist the cashiers in getting our guests into the event by giving them a glass and tasting tokens.

- **Wine Shop:** Assist guests in finding bottles of wine for them to purchase and take home, restock wine from the storage truck into the wine shop as needed, bag the bottles and thank our guests for coming to Kirkland Uncorked. Wearing comfortable shoes is a must and lifting 20+ pounds is a plus!
- **Greeter:** We need bright, smiling faces to greet our guests at festival entrances to hand out programs/maps, answer event questions, and point our guests in the right direction.
- **Wine Runner:** We need help keeping our wine bottles flowing! Pick wine off of our storage trucks as needed and deliver to the appropriate winery table. Wearing comfortable shoes and the ability to lift 20+ pounds is a must.
- **Wine Pourer:** We need responsible individuals to help us pour over 60 Washington wines at the event. Take the correct number of tokens and pour wine all while being friendly and keeping your area clean. It is VERY important that our wine pouring volunteers review the Wine Pouring Rules and Regulations. Review and confirm in the My Profile section of your Shiftboard account.
- **Floater:** Kirkland Uncorked needs some superstars that are able to fill in where needed with great attitudes.

## 14. THANK YOU!

Thank you for volunteering at Kirkland Uncorked! We couldn't do it without the tremendous help of our volunteers that make it all possible! Volunteers will receive a volunteer t-shirt, free admission (includes tasting mug and 10 tasting tokens) to the event for each shift volunteered, the opportunity to network with fellow volunteers and the good feeling that comes with helping to raise money for a deserving organization such as event beneficiary, the Hope Heart Institute.

If you have any questions, concerns or comments, please email us at [volunteer@boldhatproductions.com](mailto:volunteer@boldhatproductions.com).

