

# HOP SCOTCH

SPRING BEER & SCOTCH FESTIVAL

## Volunteer Handbook



March 30 & 31, 2012  
Fremont Studios  
155 N. 35<sup>th</sup> Street  
Seattle, WA 98103

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 Hop Scotch Spring Beer & Scotch Festival, benefiting the Seattle International Film Festival (SIFF). 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 the Hop Scotch Spring Beer & Scotch Festival. 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 our Volunteer Coordinator at 206.633.0422 or [volunteer@boldhatproductions.com](mailto:volunteer@boldhatproductions.com).

## 2. Event Dates & Hours

Friday, March 30<sup>th</sup> 5:00pm-12:00midnight

Saturday, March 31<sup>st</sup> 1:00pm-12:00midnight

## 3. About Hop Scotch Spring Beer & Scotch Festival

Hop Scotch Spring Beer & Scotch Festival is a benefit for SIFF and is produced by Bold Hat Productions. Hop Scotch is a two-day festival featuring beer, wine, Scotch and spirits.

There are three types of admission into the event:

- General Admission: \$25 advance purchase or \$30 at the door for 5 tasting tokens
- Grand Admission: \$30 advance purchase or \$35 at the door for 10 tasting tokens
- Non-Tasting Admission: \$15 advance purchase or at the door for 4 soda/water tickets

There are 2 add-ons available advance purchase or at the event if space is available:

- Single Malt Scotch Spirit Sampler: \$15 for a sampler of 6 - ¼ oz of single malt Scotches
- Whiskies of Washington Spirit Sampler: \$15 for 6 - ¼ oz of whiskies from local Washington distilleries.

## 4. Free Admission to Hop Scotch

Volunteers receive **free admission to the event**, which includes a tasting mug and five 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 Saturday night, you are welcome to use your free admission on Friday.

## 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: Sponsors, staff, and breweries on pouring duty will be given Festival Access wristbands. This allows them in and out access for the event; however it does not allow them to drink. If someone is wearing a festival access wristband, do not serve him or her 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: Fremont Studios, 155 N. 35<sup>th</sup> Street, Seattle, WA 98103
- Parking: There is no official Hop Scotch parking, but there are several UPark lots in the area and street parking in the neighborhood. You can also [take the bus](#) or ride your bike! Fremont Studios is adjacent to the Burke Gilman Trail.

## 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 or 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 (the door is located to the left of the main entrance and will be well-marked). The Hop Scotch 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.

## 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 mug and five 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 mug and five tasting tokens.

## 11. What to Wear/Bring

You will be given a Hop Scotch 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.

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.

## 12. Contact Information

Please only call these phone numbers during the weekend of Hop Scotch!

- Hop Scotch Main Line: 206.633.0422
- Lacey Lybecker, Volunteer Coordinator: 206.947.1294

## 13. Volunteer Job Descriptions

- **Ticket 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 on getting our guests into the event by giving them a glass and tasting tokens. Helpful hints for success in this position:
  - Be sure not to touch the rim of the tasting glass or put tokens into the glass before giving it to guests.
  - You may also be passing out programs and reminding guests that Hop Scotch is a no re-entry event.
- **Beer Pouring:** We go through more than 150 kegs over the weekend and we need friendly and responsible volunteers to take tokens and pour beer tastes for our guests. Helpful hints to make beer pouring easy:
  - You may only accept Hop Scotch tokens for beer. DO NOT accept food tickets, or any other kind of tokens or tickets. Take the token first, put it in the token jar and then pour the beer.
  - When pouring beer, air can get into the line, which creates foam. To minimize the foaming of beer with the jockey boxes, snap the handle forward and snap it back. Opening slowly creates more foam and a foamy beer makes for a sad beer drinker.
  - 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.
- **Token Booth:** The Token Booth is where guests can find out information and purchase extra tokens, spirit samplers, water and merchandise. We need friendly and informative volunteers to assist guests with answering questions and helping our token

booth cashier. Volunteers will also help sign guests up for the Hop Vine, our email newsletter.

- **Spirit Sampler:** Calling all Scotch and whiskey aficionados. Guests have the ability purchase a Spirit Sampler for an expanded tasting experience. With this guests get a flight of 6 scotch or Whiskey tastes. We need your help serving guests the scotch or whiskey flight and answering questions. Information on the products will be emailed to you prior to the event.
- **Volunteer Floater:** We have up to 125 volunteers checking in and checking out all at the same time! We need your help with the check-in and check-out process for the first hour or so of your shift. Then we will place you where there is a need - beer pouring, glass washing, spirit sampling, ticket booth, etc. The position requires a warm, welcoming smile and a go-with-the-flow attitude.

## 14. THANK YOU!

Thank you for volunteering at the Hop Scotch Spring Beer & Scotch Festival! We couldn't do it without the tremendous help of the 345 volunteers that make it all possible! Volunteers will receive a volunteer t-shirt, free admission (includes tasting mug and 5 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, SIFF.

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

