

## INFORMATION BOOTH POSITION

The information booth workers are responsible for assisting the managers with the check-in process of all volunteers, shift managers and non-profit booths. They are also responsible for assisting in answering questions as posed by the public attending Rotary GroveFest. The workers are responsible for assisting in the “logging in” and storing of all “lost and found” items that are turned in to the information booth.

- Check-in at the information booth.
- Check-in all volunteers (15 minutes prior to start of each shift). ID required.
- Make sure volunteer has had necessary training.
- Verify volunteer has signed off on the training.
- If volunteers are representing a specific non-profit group for the stipend program, have them initial next to non-profit listed on the sign-in sheet. If incorrect, have them write down the correct non-profit.
- No walk-in volunteers/non-profit organizations. All volunteers/non-profit organizations have to pre-register BEFORE the fest starts.
- Dispense volunteer t-shirts only after training has been signed off. Some volunteers will have t-shirts from a previous year.
- Have volunteers report to their assigned location and check-in with a manager.
- Check in non-profit groups and direct them to the non-profit tent.
- Check in managers.
- Assist in answering questions about the festival as posed by the public. Being polite and helpful are key aspects of this job.
- Log and store all “lost & found” items.
- Promote Rotary with Rotary brochures. If interested, please record names in binder for follow up.
- **LOST CHILD/PARENT MISSING** – notify police or manager.
- **MEDICAL EMERGENCY (critical/minor)** – notify manager or call 911.
- **DISRUPTIVE BEHAVIOR** – notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)-** you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to **lay in a ditch or low depression and cover their heads**.
- **FIRE** – notify manager or call 911.
- **NO ALCOHOL CONSUMPTION DURING YOUR WORK SHIFT** (you will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.

## **BEER GARDEN GATE ENTRY POSITION**

The gate entry workers are responsible for collecting a “fee” from each person entering the beer garden. The gate entry worker is also responsible for the security of the cash drawer and wristband supply during their work shift.

- Check-in at the information booth.
- Once you have checked in at the information booth you will be directed to check-in with the gate entry manager.
- The entry fee is \$5.00 per night.
- The entry fee is charged to any individual who is **16 years of age or older**.
- A wristband is issued to everyone. **The wristband must be put on the individual.**
- Sponsors have received sponsor tickets. Please allow these sponsors to enter the entertainment areas with no fee and send them to the sponsor tent for processing.
- The gate entry worker needs to make sure no one leaves the beer garden with alcohol. All alcoholic drinks are to be consumed in the beer garden.
- No dogs in the entertainment area.
- **NOTIFY POLICE OR MANAGER IMMEDIATELY OF ANY PERSON DISPLAYING: Slurred speech, glassy, bloodshot eyes, obnoxious behavior, stumbling, spilling drinks or disruptive behavior.**
- Notify manager if:
  - You need cash or your cash drawer is getting “full”
  - You are low on wristbands
  - You need a bathroom break.
- Do not leave your station, at any time, without notifying manager.
- **LOST CHILD/PARENT MISSING** – notify manager or police.
- **MEDICAL EMERGENCY (critical/minor)** – notify manager or call 911.
- **DISRUPTIVE BEHAVIOR** – notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)** - you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to **lay in a ditch or low depression and cover their heads**.
- **FIRE** – notify manager or call 911.
- **NO ALCOHOL CONSUMPTION DURING YOUR WORK SHIFT** (you will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.

## **BEER GARDEN BEER/WINE SERVER POSITION**

The beer/wine server is responsible for serving alcoholic drinks only to persons who are 21 years of age or older. They are responsible for ensuring that only two drinks are served to a person at one time. The beer/wine server is also responsible for ensuring that no drink is served to a person who appears to be intoxicated.

- Check-in at information booth.
- Once you have checked in at the information booth you will be directed to check-in with a manager at the beer tent.
- Any purchaser, who does not have a “21” wristband must be referred to the ID station.
- Drinks can only be purchased with tickets.
- One ticket buys any drink.
- **ONLY TWO DRINKS MAY BE SERVED TO A PERSON AT ONE TIME.**
- Tickets should be “torn in half” and thrown in bucket (not on pavement).
- **DO NOT GIVE AWAY OR TRADE DRINKS FOR OTHER PRODUCTS.**
- No refund on tickets (good all weekend).
- **DO NOT SERVE - NOTIFY MANAGER IMMEDIATELY OF ANY PERSON DISPLAYING:  
Slurred speech, obnoxious behavior, stumbling, spilling drinks, glassy, bloodshot eyes or disruptive behavior.**
- Notify manager if you need a bathroom break.
- Do not leave your station without notifying manager.
- **LOST CHILD/PARENT MISSING** – notify manager or police.
- **MEDICAL EMERGENCY (critical/minor)** – notify manager or call 911.
- **DISRUPTIVE BEHAVIOR** – notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)-** you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to **lay in a ditch or low depression and cover their heads**.
- **FIRE** – notify manager or call 911.
- **NO ALCOHOL CONSUMPTION DURING YOUR WORK SHIFT** (you will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.

## **BEER GARDEN DRINK TICKET SELLER POSITION**

The drink ticket sellers are responsible for selling drink tickets to persons who are 21 years of age or older and are wearing the “21” wristband. They are responsible for ensuring that drink tickets are not sold to persons who appear to be “intoxicated”. The drink ticket sellers are responsible for the security of the cash drawer and ticket supply during their work shift.

- Check-in at the information booth
- Once you have checked in at the information booth you will be directed to check-in with the manager at the Beer Tent.
- **All ticket purchasers must be wearing a “21” wristband.**
- One ticket buys one drink.
- No limit on tickets sold.
- No refund on tickets (good all weekend).
- Notify manager if:
  - You are low on tickets.
  - You need cash or cash drawer is getting “full”.
  - You need bathroom break.
- Do not leave your station without notifying the manager.
- **LOST CHILD/PARENT MISSING**-notify manager or police.
- **MEDICAL EMERGENCY-(critical/minor)**-notify manager or call 911
- **DISRUPTIVE BEHAVIOR**-notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)**-you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to lay **in a ditch or low depression and cover their heads**.
- **FIRE**-notify manager or call 911
- **NO ALCOHAL CONSUMPTION DURING YOUR WORK SHIFT** (You will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.

## **SPONSOR AREA BEER/WINE SERVER POSITION**

The bar service servers are responsible for serving alcoholic drinks only to persons who are 21 years of age or older. They are responsible for ensuring that only two drinks are served to a person at one time. The bar service servers are also responsible for ensuring that no drink is served to a person who appears to be intoxicated.

- Check-in at information booth.
- Once you have checked in at the information booth you will be directed to check-in with a manager at the sponsor tent.
- Set-up – if you are working the first shift, assist managers with making sure sponsor area is ready when the sponsor area opens.
- Any purchaser, who does not have a “21” wristband must be referred to sponsor entrance.
- Drinks can only be purchased with tickets.
- One ticket buys any drink.
- **ONLY TWO DRINKS MAY BE SERVED TO A PERSON AT ONE TIME.**
- Tickets should be “torn in half” and thrown in bucket (not on pavement).
- **DO NOT GIVE AWAY OR TRADE DRINKS FOR OTHER PRODUCTS.**
- No refund on tickets (good all weekend).
- **DO NOT SERVE - NOTIFY MANAGER IMMEDIATELY OF ANY PERSON DISPLAYING:  
Slurred speech, obnoxious behavior, stumbling, spilling drinks, glassy, bloodshot eyes or disruptive behavior.**
- Notify manager if you need a bathroom break.
- Do not leave your station without notifying manager.
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.
- **LOST CHILD/PARENT MISSING** – notify manager or police.
- **MEDICAL EMERGENCY (critical/minor)** – notify manager or call 911.
- **DISRUPTIVE BEHAVIOR** – notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)-** you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to **lay in a ditch or low depression and cover their heads**.
- **FIRE** – notify manager or call 911.
- **NO ALCOHOL CONSUMPTION DURING YOUR WORK SHIFT** (you will be given (2) drink tickets and wristband after your shift at the information booth).
- Clean-up – if you are the last shift scheduled, make sure the sponsor area is clean and change any tablecloths that are torn or in disarray.

## **SPONSOR TENT TABLE ATTENDANT POSITION**

The sponsor tent table attendants are responsible for making sure the sponsor area is clean at all times.

- Check-in at the information booth.
- Clear used cups, plates, etc. from the tables and put in trash.
- Wipe down tables and chairs.
- Replace tablecloths as needed.
- If garbage cans are full have a manager contact the cleaning crew.
- Make sure the entire sponsor area is clean and neat at all times.
- Notify manager if you need a bathroom break.
- Do not leave your station without notifying manager.
- **LOST CHILD/PARENT MISSING** – notify manager or police.
- **MEDICAL EMERGENCY (critical/minor)** – notify manager or call 911.
- **DISRUPTIVE BEHAVIOR** – notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)-** you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to **lay in a ditch or low depression and cover their heads**.
- **FIRE** – notify manager or call 911.
- **NO ALCOHOL CONSUMPTION DURING YOUR WORK SHIFT** (you will be given (2) drink tickets and wristband after your shift at the information booth).
- Clean-up – if you are the last shift scheduled, make sure the sponsor area is clean and change any tablecloths that are torn or in disarray.
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.

## SPONSOR AREA DRINK TICKET SELLER POSITION

The drink ticket sellers are responsible for selling drink tickets to persons who are 21 years of age or older and are wearing the “21” wristband. They are responsible for ensuring that drink tickets are not sold to persons who appear to be “intoxicated”. The drink ticket sellers are responsible for the security of the cash drawer and ticket supply during their work shift.

- Check-in at the information booth
- Once you have checked in at the information booth you will be directed to check-in with the manager at the Beer Tent.
- **All ticket purchasers must be wearing a “21” wristband.**
- One ticket buys one drink.
- No limit on tickets sold.
- No refund on tickets (good all weekend).
- Notify manager if:
  - You are low on tickets.
  - You need cash or cash drawer is getting “full”.
  - You need bathroom break.
- Do not leave your station without notifying the manager.
- **LOST CHILD/PARENT MISSING**-notify manager or police.
- **MEDICAL EMERGENCY-(critical/minor)**-notify manager or call 911
- **DISRUPTIVE BEHAVIOR**-notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)**-you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to lay **in a ditch or low depression and cover their heads**.
- **FIRE**-notify manager or call 911
- **NO ALCOHAL CONSUMPTION DURING YOUR WORK SHIFT** (You will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.

## IDENTIFICATION CHECK STATION POSITION

The identification check workers are responsible for carding persons who are under 30 years of age and placing a “21” wristband on the person.

- Check-in at the information booth
- Once you have checked in at the information booth you will be directed to check-in with the manager at the ID tent.
- Card anyone who appears to be under 30 years old and place “21” wristband on the person.
- DATE OF BIRTH should be:  
06/19/2004 Thursday  
06/20/2004 Friday  
06/21/2004 Saturday  
06/22/2004 Sunday
- Verify photo
- Check the expiration date.
- Driver’s License numbers begin with the first letter of the last name.
- TRAFFIC TICKETS CANNOT BE ACCEPTED
- Refer out-of-state driver’s license to police.
- If in doubt, summon police or manager
- Notify manager if:  
You are low on wristbands.  
You need bathroom break.
- Do not leave your station without notifying the manager.
- **LOST CHILD/PARENT MISSING**-notify manager or police.
- **MEDICAL EMERGENCY-(critical/minor)**-notify manager or call 911
- **DISRUPTIVE BEHAVIOR**-notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)**-you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to lay **in a ditch or low depression and cover their heads**.
- **FIRE**-notify manager or call 911
- **NO ALCOHAL CONSUMPTION DURING YOUR WORK SHIFT** (You will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.



## **SPONSOR AREA FOOD TICKET ATTENDANT POSITION**

The Sponsor Tent Food Ticket Attendant is responsible for taking the Sponsor Tent Food Ticket from the patrons prior to selecting the meal they are dining on in the Sponsor Tent.

- Check-in at the information booth
- Once you have checked in at the information booth you will be directed to check-in with the manager at the Sponsor Tent.
- You will stand where the food is being served, take the Sponsor Food Ticket from the patron and provide them their plate.
- Place the Sponsor Food Ticket in the provided receptacle.
- **One Sponsor Food Ticket is equal to one meal only. There are no refills.**
- Notify the manager if you need bathroom break.
- Do not leave your station without notifying the manager.
- **LOST CHILD/PARENT MISSING**-notify manager or police.
- **MEDICAL EMERGENCY-(critical/minor)**-notify manager or call 911
- **DISRUPTIVE BEHAVIOR**-notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)**-you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to lay **in a ditch or low depression and cover their heads**.
- **FIRE**-notify manager or call 911
- **NO ALCOHAL CONSUMPTION DURING YOUR WORK SHIFT** (You will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.

## **EAST GATE MONITOR POSITION**

The east gate monitor is responsible for monitoring the patrons coming in and out of the east gate of the beer garden.

- Check-in at the information booth
- Once you have checked in at the information booth you will be directed to check-in with the manager at the east gate.
- You will stand at the east gate on the south end watching patrons come in and out of the beer garden making sure they have a wristband which indicates they have paid the daily entry fee.
- **NO ALCOHAL CAN BE TAKEN OUT OF THE ROTARY GROVEFEST BEER GARDEN.**
- **NO ALCOHAL CAN BE BROUGHT INTO THE ROTARY GROVEFEST BEER GARDEN.**
- **DISRUPTIVE BEHAVIOR**-notify manager.
- Notify the manager if you need bathroom break.
- Do not leave your station without notifying the manager.
- **LOST CHILD/PARENT MISSING**-notify manager or police.
- **MEDICAL EMERGENCY-(critical/minor)**-notify manager or call 911
- **DISRUPTIVE BEHAVIOR**-notify manager.
- **DANGEROUS WEATHER (high winds, storms, tornado)**-you will be advised to take cover in a **safe shelter**. Direct persons to the **Moose Lodge, train station, Tivoli Bowl, Village Hall, Downers Grove Library** or any shelter constructed of **block walls or concrete**. If not enough time, direct persons to lay **in a ditch or low depression and cover their heads**.
- **FIRE**-notify manager or call 911
- **NO ALCOHAL CONSUMPTION DURING YOUR WORK SHIFT** (You will be given (2) drink tickets and wristband after your shift at the information booth).
- Your shift is over when your replacement arrives or you are given permission by a manager to leave.