

Welcome



Welcome to Totally Tennyson 2017

Volunteer Training

First off – THANK YOU FOR YOUR TIME!

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Volunteer Training

PRODUCER
PRODUCER

Mike Maurer
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info@totallytennyson.com

720 275 3233
303 912 1994

GUEST RELATIONS & VOLUNTEER COORDINATOR
ASSISTANT SITE COORDINATOR
DAY OF ULTIMATE GURU

Sarah Lambert
Kevin Hommes
Kimberly Haut

slouise.lambert@gmail.com
khommes@gmail.com
kimberlyhaut@yahoo.com

206-302-8764
720-238-1297
720-934-7576

DAY OF EVENT – POINTS OF CONTACT

CO-PRODUCER & SITE COORDINATOR: Kimberly Haut

Oversees all event logistics day of event. Manages set-up and check in for duration of event. Checks in with security, police officers, security and sites away from Elitch Carousel including but not limited to: Kiosks, Oriental Theater, Local 46, all participating destinations and park vendors.

GUEST RELATIONS & VOLUNTEER COORDINATOR: Sarah Lambert

Is stationed at Carousel for entire event including set-up and clean-up phases. Checks in and out all volunteer shifts and distributes volunteer tickets at shift check out. Oversees all check in and ticketing operations. Identifies and addresses any ticketing or guest issues. Oversees all day-of volunteer shifts, assignments and reassignments.

ASSISTANT SITE COORDINATOR: Kevin Hommes

Based at the Carousel and transports all volunteers to offsite locations including: kiosk assignments, Oriental Theater, costume contest, security, trash. Coordinates and oversees both Carousel and off site break down and volunteers.

SHIFT DESCRIPTIONS

SET UP: assist with “consolidated check in station” at Carousel, distribute materials to businesses, trash can placement, directing park vendors, security/information kiosks

CHECK IN: consolidated to one location at Carousel, where online ticket holders check in to get punch ticket, event program and are informed of Code of Conduct and SBA. Also some at the door ticket sales. Use of smart phone or ipads is suggested but not required.

BREAKDOWN: breakdown and clean up of check-in station, Carousel, vendors, kiosks, trash pick up and Oriental Theater.

SUNDAY CLEAN UP: Meet Sunday at 9:30 am at Carousel. We pick up and remove trash from streets and cardboard, temporary trash receptacles along Tennyson Street.

KIOSK / EVENT AMBASSADORS: Stationed strategically along Tennyson Street and covering a 2 block radius, these volunteers greet all guests to Tennyson Street (ticketed and non-ticketed), answer questions, promote the fundraising mission of the event, keep an eye out for guest issues or disturbances, monitors trash on street and side streets as well as proper port o pottie usage. Most importantly be a friendly presence on the street and remind guests of, but not enforce, Code of Conduct. Any issues beyond friendly reminders are to be directed to Security detail, the Guardian Angels. Escalation past that refers to the police..

VOLUNTEER – SHIFT CHECK IN AND CHECK OUT

All Volunteers will report to Elitch Carousel at SW corner of W 38th Ave & Tennyson Street. Please be aware of parking regulations near Highlands Garden Village and the shopping complex along 38th. Give yourself plenty of time to arrive. We advise carpooling, biking, walking, drop off, Lyft/Uber, biking.

Once at the Carousel, look for the banner ‘VOLUNTEER CHECK IN’ and check in with Sarah Lambert, our *Guest Relations & Volunteer Coordinator*.

Sarah will confirm your assignment, although please be prepared for changes as deemed necessary. She will direct you to your location or assignment at the Carousel.

Any volunteers stationed away from the park will be shuttled to (and from) their assignment by Kevin Hommes, our Assistant Site Coordinator.

At the end of your shift, report back to the park and check out with Sarah – at that time your complimentary ticket will be issued.



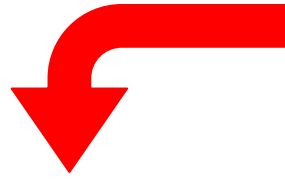
CHECK IN

This is last year's ticket but just pretend

- Your task is to check in guests with online tickets and exchange for punch ticket (“punches” on the ticket **back** this year). Bring your fully-charged cell phone, maybe a charger too!
- Ticket holder may bring a printed email confirmation, show you confirmation on phone, or just give you last name of reservation
- Look up by scanning QR code or last name in **Eventbrite-Local Events & Fun App (Apple products only) or Eventbrite-Fun Local Events (Google/Droid products only)**
- Check them in and give them punch ticket
- Also may be selling day of event tickets to guests depending on availability
- Check in opens at 1 :30 pm until 9 pm
- Go over with each guest/group the ‘Code of Conduct’

All sales up until this point have been electronic only. Ticket buyers will bring an Eventbrite ticket print out or receipt on their phone, and these need to be checked in to the Eventbrite system ,and given a physical ‘punch ticket’.

Each space on the BACK of the ticket is good for a complimentary taste, entry or admission to live music. Each destination will mark off a pre-designated space.



All purchased tickets are General Admission or VIP

VIP tickets are for sale this year and are only available to staff, sponsors, and special guests. Guardian Angels at Oriental will stand on stairs and check credentials for VIP access to balcony. This is where food and water is provided for VIP and high level sponsors. Another major perk for VIPs is access to the VIP Lounge at Local 46 including hot food provided by Sam's No. 3.

Estimated capacity of the event is 1800 tickets sold

On the day of the event we will have about 200 tickets for sale at the event, depending on sales.

Your check in station will be provided a set number of tickets for walk in sales, when those are gone, your station is SOLD OUT.



You will have a separate set of tickets for checking people in from pre-purchased sales. Do not mix up presale tickets with Day of Event tickets!

Lanyards and ticket pouches are NOT for sale this year. Instead, lanyards have been provided by our generous sponsor, Nostalgic Homes for all ticket types.

Pouches for VIP only

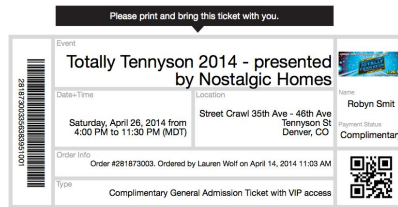
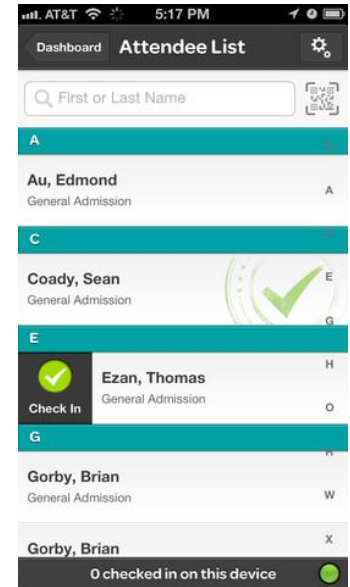



Eventbrite Check in Process

- 1) **DROID INSTRUCTIONS** Prior to your shift: Charge your phone fully and Download Eventbrite App 
- 2) Log in **tickets@totallytennyson.com** Password: **Totally**
In top right corner, click on ... area and select **My Events**
In top left corner, select **///** and click on **Check in**
- 3) See check in list: Last Name, First Name
- 4) **-OR-** There is a QR code on their email confirmation
- 5) You can scan it to check them in this way as well 



- next to name swipe from left side to right, see green check mark
- Can be undone by swiping right to left
- See ticket type of purchase



- Or select SCAN function by pushing + logo on lower left; Scan QR code on the ticket 



Eventbrite Check in Process

DROID/GOOGLE BASED PHONE – Can ONLY check in; no at the door sales

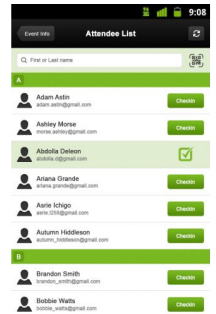
1) Download Eventbrite 'Entry' App



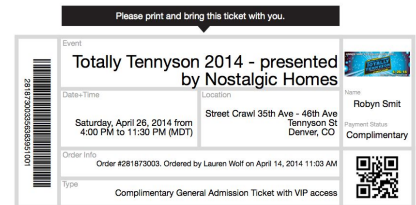
2) Log in **Tickets@totallytennyson.com** Password: Totally



3) See check in list: Last Name, First Name (ticket type is below)



4) There is a QR code on their email confirmation



5) You can scan it to check them in this way as well



Eventbrite Purchases at Door

iOS-phone/Iphone - Capable of at the door sales

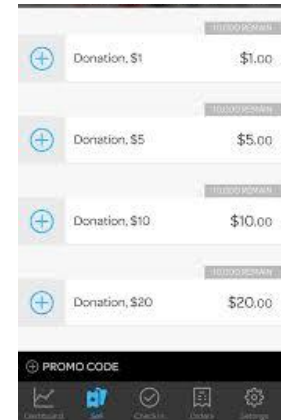
- 1) Download Eventbrite 'Organizer' App
(new and improved with better at the door sales capability)



- 2) Log in tickets@totallytennyson.com Password: **Totally**

- 3) See register menu of items, click quantity to sell

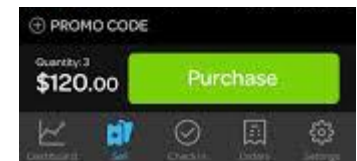
- Day of ticket GA\$40
- Dy of ticket VIP \$85
- Donation enter amount



- 4) Hit GREEN Purchase button at bottom

- 5) You can scan it to check them in this way as well

- Cash and Check = CASH
- Credit use swiper (BEWARE SWIPER DOES NOT FIT WITH SAFETY CASES)
- Swipe card gently, swiftly and firmly
- Collect email address only and email them receipt



SWIPER

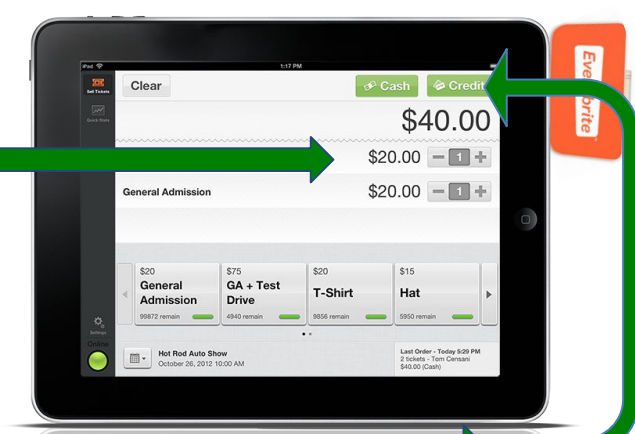
Square sales

1) Eventbrite 'Organizer' App for iPad



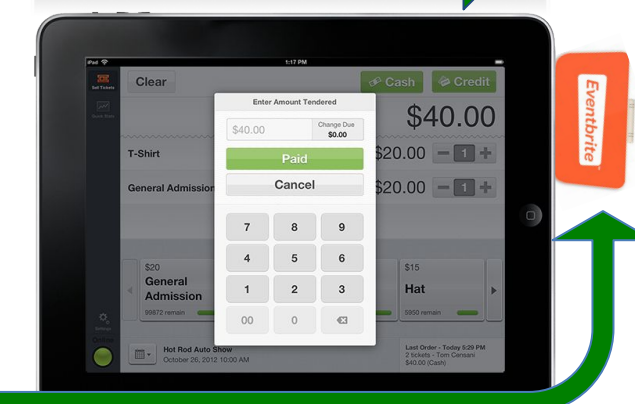
2) Log in tickets@totallytennyson.com Password: **totally**

3) Click item and quantity desired

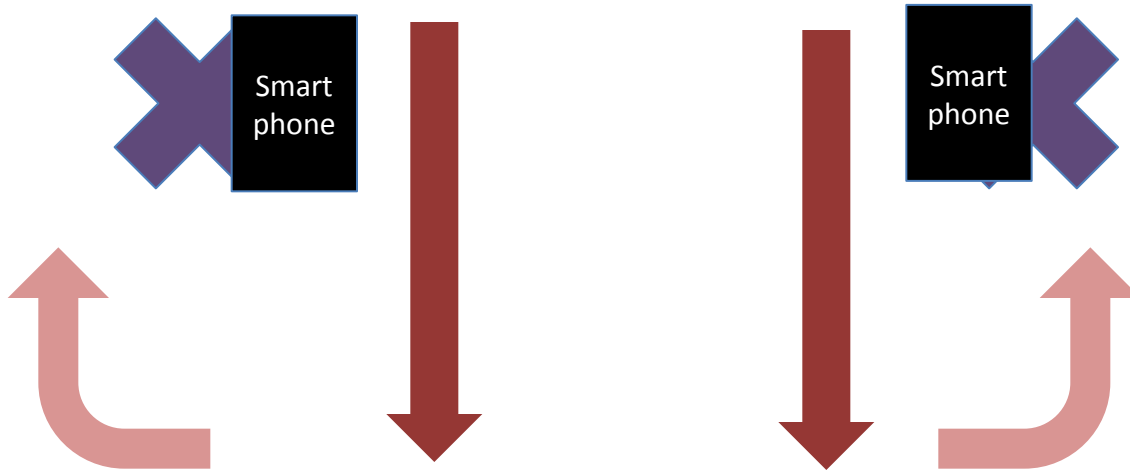


4) Select Payment Type

5) If Credit card use Eventbrite CC Swiper

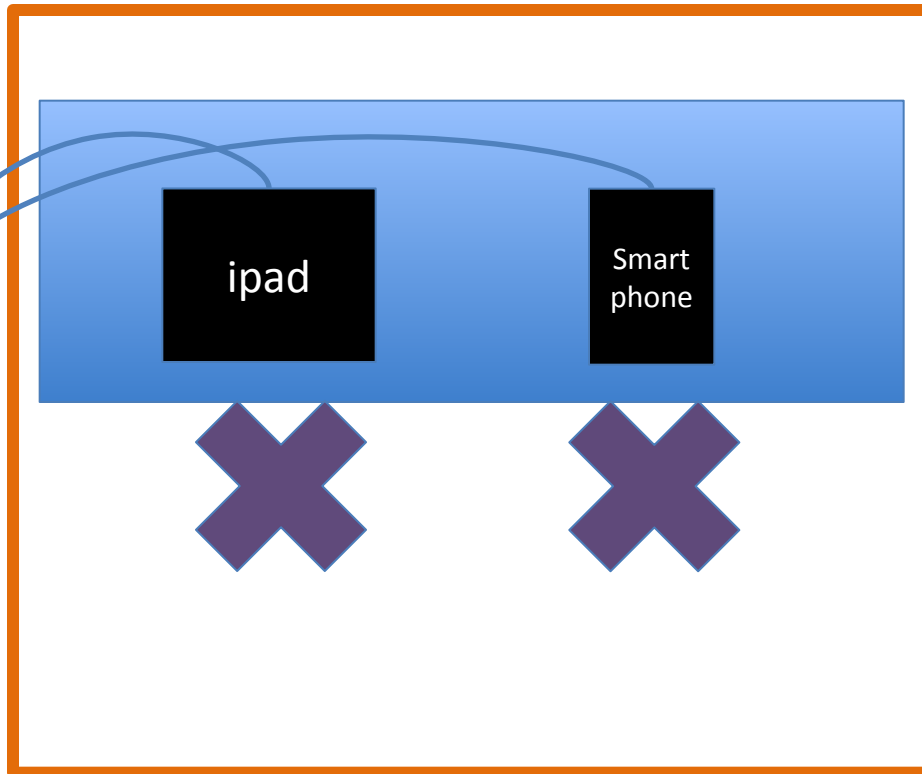


Check in Table Set up



Line of guests

Exiting line of guests
with tickets



6 ft table
Power strip
Extension cord

Signage & supplies

volunteer

WHAT TO TELL TICKET BUYERS?

Punches are on the front of the ticket - businesses will punch or mark off a square.

Back of ticket has a list of participating businesses. From that list, both VIP and General Admission receive a complimentary offering from each participating business. These are 2 different tickets; VIP attendees get some other perks. Each time a complimentary offering is redeemed, the front will be marked off by the business. Many participating businesses are doing freebies or activities for ALL ticket holders!

Point out special offerings to VIP ticket holders.

Point out QR code for most recent additions and additional information and ticket perks.

Point out costume contest times, especially check in

Offerings at all destinations are limited and first come first serve

All online tickets MUST be exchanged for this punch ticket.

Remind them of Code of Conduct and to look for Security Kiosks for help/info.

Please point out to all guests our Code of Conduct campaign.

In the past we have had problems with all of these issues.

If these issues continue to be a problem, we will no longer be able to have this event.

We have hired additional police officers, and have the Guardian Angels working the event.

Set up shifts – please make sure you find and hang these Code of Conduct signs around the check in station and at points along the street. Each participating business is also being provided 1-2 signs. We have cardboard waste receptacles to set out along street.

Break down crew – these signs need to be removed from areas after shut down and along street on Sunday morning.

Be familiar with the Code of Conduct. You're not the enforcers, but certainly help people make good choices!

Elevator speech during Check In - to tell every attendee

“Thank you for supporting nearly 8,000 students. You are a guest in our neighborhood. Be respectful of your noise, your trash, and use the port-a-potties. Pace yourself. Tip your servers. Be cool and have fun!”

Code of Conduct


HAVE FUN - We value your safety and thank you for coming today. Have a blast!

YOU ARE A GUEST - Totally Tennyson ticket holders are guests to our neighborhood, the neighbors, and the businesses located here.

GENEROSITY MAKES THIS EVENT POSSIBLE – Both donations from our participating Destinations and Sponsors, as well as you, the attendee, whose ticket purchase is benefiting over 7000 NW Denver DPS students. Thank you!


COMPLIMENTARY OFFERINGS - Offerings at destination are limited and while supplies last. Look for special menu items exclusively for our ticket holders!

RESPECT OUR HOSTS - This event is hosted by small businesses with a limited capacity to serve and also have a high standard for their craft product. We ask you treat them and their staff with respect **AT ALL TIMES**.


 **TIP TIP TIP & SAY THANK YOU** - Wait staff, bartenders and servers at all businesses will serve 3-5X over their regular volume of customers at this event. Gratuity is not included in your ticket and we ask that you acknowledge their hard work by tipping them and say **THANK YOU**.

DON'T DRINK AND DRIVE - No brainer. Cabs, Uber, Lyft, bike, walk, you know the drill!

RESTROOMS - Due to the increased volume of people at this event, restrooms at non-participating businesses along Tennyson are limited to their patrons.

 **USE PORT-O-POTTIES** - Clean and fresh port-o-potties are conveniently placed along Tennyson Street for our ticket holders. Please use them!

BE NEIGHBORLY - Tennyson Street is part of our neighborhood and we ask that you respect it as though you lived here.

 **TRASH** - Be mindful of trash and use the extra cardboard receptacles.
NOISE - Respect nearby residents by keeping noise to a minimum after 9 pm.

NO, NOPE, NO WAY, OUTTA HERE - Public intoxication will not be tolerated and may result in loss of ticket, citation or arrest. Alcohol may not leave any licensed premise.

ASK! - Totally Tennyson has event volunteers along the street if you have any questions or need assistance, please ask!

SECURITY - If you have a security or safety issue please find an event ambassador, security personnel or one of the police officers at one of our 4 'Information Kiosks' along Tennyson Street. If you have a medical emergency, call 911.

LOSS OF TICKET, OR WORSE - Violations of our code of conduct may result in loss of ticket by our security detail, citation or arrest by police officers patrolling street. No refunds will be issued.

So something unexpected has happened. What do you do?

Call 911 if it's a medical emergency or there is danger to attendee safety.

Contact The Guardian Angels, Sarah Lambert, Kevin Hommes, or Kimberly Haut. It's a good idea to program their numbers into your phone for event day. Kevin 720-238-1297, Kimberly 720 934 7576, Sarah 206-302-8764

Contact our roaming police officers.

Our kiosks will have a Guardian Angel that will rotate between kiosks. Guardian Angels can contact police for you.

FAQs

- The Pimped Out bus going from 35th Ave to 46th Ave between 5:00 – 11:00 pm. You can get on anywhere and ride it up and down the street. Pimped Out Bus driver will transport ticket holders for free along Tennyson between W 35th and W 46th Aves.
- Familiarize yourself with the entertainment schedule, so you can direct guests
- Costume Contest check in is between **5-7:30pm** inside the Oriental Theater and contest begins at 8pm SHARP. Advise costume contestants to be at Oriental by 7:45. They must be present to compete prizes awarded for each category at the contest located inside the Oriental Theater.

Thank you – Questions?

Thank you. Please contact us with questions.

Please arrive for your shift 10 minutes early, bring water, sunscreen, a snack, wear comfortable shoes, bring your phone charger.

Tickets for volunteers given out at end of shift, when you check out with Sarah. If you are a late shift, starting at 8:00pm or later, or Sunday shift, please check in with Sarah during the day. Preferably during set up!