

Welcome



Welcome to Totally Tennyson 2017

Volunteer Training

First off – THANK YOU FOR YOUR TIME!

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Volunteer Training

PRODUCER
PRODUCER

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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.

SET UP VOLUNTEERS

Arrive by 12:50 pm to Elitch Carousel and check in with Sarah

- Tents, tables, electricity, chairs and lighting supplied and set up prior to the arrival of volunteers
- Set up electrical extension cord and power strip
- Check for and ensure access to WiFi
- Manager will bring event ipads with credit card swiper right before shift
- (refer to set up diagram)
- Hang signs for check in, will call, lanyards, etc provided
- Some volunteers may be directing Carousel vendors to their set up location.

BREAK DOWN

Trash collection is an ongoing task and will be addressed throughout the event to make breakdown efficient and reasonable.

Park break down is staggered, and limited break down tasks at the Carousel will begin as early as 7 pm.

By 8 pm, activities at the Carousel should be noticeably scaled back and all vendors/booth should be packed up and loading their cars.

Check in station will begin a staggered break down at this time. Check in, will however, remain open until 9:30 pm at the Carousel.

Kiosk volunteers will begin breaking down at 9 pm and volunteers and supplies will be transported back to the Carousel for check out.

SUNDAY CLEAN UP

At 9:20 am meet at Carousel.

We will cart volunteers to locations along Tennyson.

Volunteers will walk a 3-4 block distance, including side streets and corner yards and pick up trash.

Gloves and bags will be provided.

Any major litter or other issues please report to TT staff and we will address.
Remove all signage, posters and notices about event.

Take any event supplies and turn in to Lauren

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!

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.

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!