

BEER & WINE SALES

Naturally, you want to keep people happy and have some fun. But remember that your number one role is to keep people safe. We want them back next year!

The Script

Volunteer Check-in	<ul style="list-style-type: none"> • All beer and wine volunteers must have a RASP certificate on file with BRPC. Review the sign-up page or RASP Guidelines for more information and instructions. • At check-in, ask which beer tent you're heading to, as we have several. • Our beer / wine / wristband manager will walk around to each tent to introduce himself and answer questions at the start of the shift. BRPC will also attempt to pair experienced and new volunteers. If you have questions or issues, report to the volunteer tent or tell anyone with a radio.
Basic Procedures	<ul style="list-style-type: none"> • The alcohol tents involve two main tasks: Half of the volunteers will stand in the back and grab canned beer as requested. Meanwhile, cashiers will stand at the front, taking payment, communicating which beers are needed and giving the customer their drink. • Volunteers can decide amongst themselves who will be grabbing drinks, passing to customers, and acting as cashier. Our beer manager volunteer lead will notify you who the shift leader is at each beer tent. If any issues arise, the leader should contact the volunteer lead.
Key Rules for Selling & Serving Alcohol	<ul style="list-style-type: none"> • Beer and wine volunteers MUST follow all alcohol rules. Failure to do so can relate in dismissal and legal consequences (i.e., if you serve an underage person). Please educate yourself and do the right thing. • A wristband indicates that a person's ID has been checked, so only people with a wristband may consume alcohol. If they look underage, you have the right to card them again. Look out for stretched or altered wristbands. • Only one drink per person is allowed. Token (with BRPC logo) or cash payment required. • ALE/ABC officers will ticket volunteers for being under the influence while serving. • Do not overserve. If you are uncomfortable cutting someone off or dealing with any other situation, find Volunteer Lead, a security worker or anyone with a radio. • Brewers and beer distributors need a wristband and may not serve themselves.
Handling Cash	<ul style="list-style-type: none"> • Beer cashiers: do not turn your back on the cash box or tip jar! • BRPC staff will come around to make change for cash boxes, but only the shift leader can make change from the tip jar if necessary. • Alcohol sales continue until BRPC's treasury team takes the cash boxes away from each beer tent. This takes a few minutes, but please don't leave your cash box unattended.
Miscellaneous	<ul style="list-style-type: none"> • Drinking Off Shift: Remove your volunteer badge while off shift (turn it in at the end). You cannot drink alcohol while you are volunteering.



WRISTBAND SALES

If you're good at this job, you can tell everyone that you age well.

The Script

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- Check-in**
- All wristband volunteers must have a RASP certificate on file with BRPC. Review the sign up page or RASP Guidelines for more information and instructions.
 - At check-in, ask which tent you're heading to, as we have several.
 - Our volunteer lead will walk around to each tent to introduce him- or herself and answer questions at the start of the shift. BRPC will also attempt to pair experienced and new volunteers. If you have questions or issues, report to the volunteer tent or tell anyone with a radio.
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- Checking IDs**
- Wristband volunteers are our main defense against underage drinking, so please be prepared to ID EVERYONE and pay attention to spotting fakes. Once you sell someone a wristband, that means they are approved to drink alcohol.
 - Wristband volunteers MUST follow all provided rules. Guidelines are listed on a separate page below for your review. Failure to do so can relate in dismissal and legal consequences (i.e., if you approve an underage person). Please educate yourself and do the right thing!
 - **ID Everyone!** If issues arise, send someone to the volunteer tent or find the Volunteer Lead.
 - **Accepted forms of ID:** Driver's License, Passport, Military ID or NC Special ID Card
 - If an **elderly person** has forgotten their ID, send them to the volunteer tent. Otherwise, kindly decline to sell a wristband.
 - When in doubt, refuse the sale or get help from the volunteer tent.
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- Basic Procedures**
- It's helpful to have 2 volunteers in front of the table to check IDs before guests reach the table. Don't work too far out. You must know each person has been ID'd when they reach the table. At the table, have 1-2 cashiers and 1-2 people putting on wristbands.
 - **Volunteers must adhere the wristbands.** Do NOT hand wristbands to guests. Make them snug but not tight.
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- Handling Cash**
- Cashiers, do not turn your back on the cash box or tip jars (if tip jars are out).
 - BRPC staff will come around to make change for cash boxes, but one designated person per tent (a volunteer veteran or the person who has coordinated with Volunteer Lead) can make change from the tip jars if necessary. Tip jars will not be used for all events.
 - Wristband sales continue until BRPC's treasury team takes the cash boxes away from each tent. This takes a few minutes, but please don't leave your cash box unattended.
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- Miscellaneous**
- **Drinking Off Shift:** Remove your volunteer badge while off shift (turn it in at the end). You cannot drink alcohol while you are volunteering.
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