


Bar Volunteer Instructions

General Instructions for all Bar Volunteers

Plan to arrive early for your shift. Parking can be difficult to find. Also, it can take a while to walk through the festival crowds. So arrive at least 30 minutes early. [Upon arrival - Make your way to Volunteer check in at Room 203 of the Greensboro Cultural Center.](#) There you will receive your festival tee and instructions on where to report for your shift. THANK YOU SO MUCH FOR HELPING OUT!!!

SMILE  Great Customer Service begins with a smile and helps make all interactions smoother!

FYI, You do not get free drinks while volunteering. As a fact, it is illegal to drink behind the bar in NC, so you cannot drink during your shift!

You have the right to turn down someone from purchasing a ticket for a drink or from giving them a drink (even if they have a ticket) if they appear intoxicated. If you are uncomfortable, feel free to step away and speak to the bar manager. If anyone gets belligerent, feel free to call over a police officer (if one is in the area) or the bar manager.

Do NOT leave your post until you have a replacement who YOU train. Show them what to do before you leave. If your replacement has not shown in 10 minutes, please let the tent or kiosk manager know immediately.

Be prepared to keep your personal items on you. Crossbody straps and/or backpacks are best. Lockers and/or storage areas are not provided. You will be provided a bottle of water upon check in, however you may want to bring a refillable water bottle with you, especially if its hot. You will be under a tent, but may still be exposed to the sun. Please byo sunscreen.

ID's & Wristbands

All people (Yes even people who look like your grandpa.) attempting to purchase a ticket for alcohol must be 21. Birthday must be in 2003, 9/6 for Friday, 9/7 for Saturday, and 9/8 on Sunday.

Acceptable forms of identification are-

- Valid NC Driver's License
- Valid NC Identification Card
- Valid out of state DRIVERS LICENSE (Out of state identification cards and drivers licenses from other countries are not accepted in NC for alcohol sales)
- Passport/Passport Card
- Military Identification
- That is all. No exceptions.

It's becoming more of a common practice with people to not carry their ID on them and instead offer you a photo of it on their phones.

DO NOT ACCEPT PHOTOS OF IDs!! Also if an ID is cracked or expired it is not valid for alcohol sales. People tend to get frustrated when you deny them drinks for a cracked drivers license. Remain calm and tell them that it's the law. A disgruntled guest is not worth us getting shut down by ALE.

We are adding THC beverages to this year's beverage lineup! Do not panic. The exact same age and serving laws as alcohol in NC are applied to these. Be diligent in making sure people are aware of the fact that this is not CBD. This will give them the effects of taking an edible with a bit of a faster onset. If some one is visibly intoxicated do not serve them the THC.

Once age is confirmed, give the person a wristband. [Here is a video demonstration.](#)

Attendees with the correct wristband can purchase as many tickets as they like. Only distribute the yellow/green beer/wine tickets.

Credit Card Video Instructions!

- [Making a sale](#)
- [Voiding a transaction](#)
- [Reprinting a receipt](#)
- [Changing the receipt paper](#)

Bartenders

Bartenders must take the ticket and place it in the ticket container BEFORE taking an order. There will be one color of ticket this year. Each ticket is valued at \$4. Tour Water (still and sparking) will be available for \$4 and the rest of the products will be \$8. You must be given two tickets for alcohol/the purchase! This is to avoid having multiple colors of tickets! Easy Peasy

You CANNOT serve any one person more than 2 drinks at a time (no matter how many tickets they have).

All cans MUST be opened by the bartender upon purchase. No exceptions. It is the LAW! Can tab openers are provided, so save your fingers!!



If you are working a DRAFT beer tent, when you pour a beer, tilt the top of the glass toward the tap. Open the handle fully and pour down the side of the glass. For a video on how to do this properly, [click here.](#)

Expediting long lines of people

Checking ID's- Take some wristbands down the line and walk the line, checking id's

Cash vs Credit. Ideally both purchasing stations are taking both credit AND cash. However, if one line is getting long, one line can become cash only for a brief time to get the line moving.

If the tap trailer line is getting big for purchases because of waiting on tapped beer, dedicate 1 – 2 people to SOLELY pouring beer. The designated pourers then should start pouring 2 - 3 at one time. Letting each one sit while pouring the other. Then top them off one at a time. You can also pour 1/2 a glass of beer (if taps are running slow or foamy) when times are not so busy then top the balance when there is an order.