



Volunteers' guide

Welcome, and thank you for volunteering to work at the 2018 Ealing Beer Festival. We really appreciate you giving up your time and we hope you enjoy the experience.

This guide is an introduction to some of the many roles at the festival, and what to expect as a volunteer. You may receive further training from your manager on arrival.

Staffing office and Signing-in

When you arrive on site please sign-in at the volunteering office (by admissions) with one of our volunteer co-ordinators. They will issue you with a staff badge, confirm your shifts and direct you to where you are working. If this is your first shift please try to arrive 15 minutes early so there is time to complete an induction before the start of your shift. You may leave personal belongings in the staffing office, but please do not leave any valuables.

Health and Safety / Site induction

If you are working pre or post festival during set-up or takedown you are required to complete a site safety induction and wear appropriate personal protective

equipment, which will be supplied. Be careful when lifting, lift with your legs and NOT your back.

Breaks and staff food concessions

Your manager should agree break times with you. For each 3hr session you work you will be given a £3 food voucher that may be used at any of the food concession on site, you may use more than one voucher together, although no change will be given.

Breaks are usually 45min – 1hr per session depending on staffing levels and how busy we are! Please try to return on-time so the next volunteer can go on their break on time.

Water

Water is available in the staffing office and at the bars, if it is hot please make sure you drink plenty of water. Tap water is also available to customers free of charge at the bars, glasses may also be rinsed.

Volunteers Ale and Cider

If your role at the festival permits you may drink during your shift (in moderation). Please take it easy and drink responsibly as you will need to be able to serve and help customers without being too merry! Whilst working you may drink draft cider, perry and real ale without charge. Bar staff please serve yourself, other staff please go to the bar to be served by presenting your staff badge valid for the session.

When going on a break or finishing your shift you may take a drink with you. ENJOY!

Once you have finished your shift further drinks may be purchased. Enjoy being served by someone else!

Admissions and Glasses

This year we are using tokens for payment of drinks at the bars, except for the wines and foreign beer bar, where we also accept payment by credit card.

Admission to the festival is £5 or £3 for CAMRA members. A refundable £3 deposit is taken for the festival glass.

Tokens are £10 each, however if a customer asks for less value we can do so by crossing through the appropriate amount **vertically** to leave them with the balance requested.

Customers may request a refund of any remaining value on their card by taking in to the sales points in the bars (until 10:30pm) or at glasses return. Alternatively, remaining value on cards may be donated to the festival charity.

Children (under 18) are permitted onsite with no entry charge and only if accompanied by an adult, however they should vacate the site by 8pm - we may allow them to stay later at our discretion

We operate **Challenge 25** at the festival, please ID check anyone you consider looks to be under 25, if 18 or over, offer an age verified wristband to ease later service at the bars. Log all ID checks, regardless of the result in the "refusal register" at admissions and bars.

Date of birth on ID must be 'the date' in **July 2000** or earlier. Acceptable photo ID are photo driving licence, passports or PASS Logo ID with hologram

Essential bars/glass hygiene

Please wash your hands with soap/hand-wash before starting or returning to your shift, on bar or glasses, from a toilet, smoking or food break.

Bars

You will be allocated to one of the six bars. We ask that you stay at this bar as staff numbers are planned across each bar. If you wish to move bar please ask your bar manager, of course feel free to pop over to another bar if you wish to sample their drinks.

On arrival at your bar, please introduce yourself to the bar manager/assistant manager. They will allocate your breaks, issue a staff glass and carry out a short bar induction. Sponsored **t-shirts** are usually available for the early sessions (or until we run out).

We operate a **Challenge 25** policy at the festival, if you think someone may be under **25** and does not have an intact age verified wristband please ask for ID (please see overleaf, under admissions and glasses).

Bars - serving customers

All our glasses are lined and ale, cider and perry is sold in the following measures: 1/3, 1/2 and 1 Pint. Please serve by holding the glass at the base/side (and NOT the rim) to the appropriate line (over/under measures are illegal).

Payment is by token cards available at admissions and sales points in the bar marquee. A full card has £10 value; a 10 x 10 grid of 10p. Please cross through the grid **vertically** to the value of the drink(s) purchased with the pen provided. If a customer's token card value is short by £3 or less for their **last** drink it is okay to take the shortfall in cash.

We offer tasters to any customer that asks (within reasonable limits) as long as we are not too busy and other customer are not kept waiting.

If a beer is slow to pour, or for any other beer or customer issues please alert a bar manager.

Do not serve anyone who is "visibly intoxicated", it is and offence to do so and we could be fined.

Bars – Tokens

You may be presented with a wooden token from games and collectables (ignore the date on these). Tokens are valid for any ½ pint of ale, cider or perry.

Entertainers and other guests may have laminated tokens valid for free drinks:



Stewards

You are our eyes and ears at our festival, and help ensure everyone, customers and volunteers alike, have a fun and safe festival. Your chief steward is Eamonn Tracey and will give further training on your role.

Time at bar and daily close procedure

Last orders are called at 10pm, with time called at 10:30pm. The stewards and security will start to clear the bar areas shortly after. To help clear the bars quickly we ask all staff working in the bar areas to go behind the bars out of view of customers.

You may be looking forward to the **staff bar** after close, however there are a couple of things we need to complete first and we ask all staff to help-out to get these done as quickly as possible.

You will be asked to help with a **litter pick** at close. Unfortunately, not all our customers are tidy and we have had issues in the past with litter "making its way" outside of the festival overnight and littering the park. Please help-out, we know it's not the nicest job but between all of us it shouldn't take more than 10 minutes or so to tidy-up, and we all muck in.

If you are not helping with the litter pick you may be asked to help-out somewhere else such as glasses return, stewarding or housekeeping at the bars. Thank you for your assistance the quicker we complete the sooner the **staff bar** opens.

Daily timetable	
12 noon	Festival opens
10pm	Last orders at bars
10:30pm	Time at bars (6pm Saturday)
10:45pm	Litter pick / daily jobs
Staff bar opens when all jobs done!	
01:00am	Site curfew

Staff Bar

The staff bar (free) will be open for at least an hour following close and tidy-up for a chance to socialise and relax. The bar managers will let you know which beers/ciders are available and on which bars (usually by putting a bar mat in the sleeve of a cask label).

There is a curfew at 1am for stewards and security to lock up the site, if you are not staying please ensure you have left by then (listen out for the final call).

Discounted festival glass for staff

Festival glasses are available for £1.50, please see admissions during festival opening hours to purchase.

We hope you enjoy the festival and look forward to meeting you during the week.