



SET UP

2pm-4pm

Areas to set up: Box Office, VIP Skybox, Beer ID & Tickets, Beer Truck & Concessions, PIT or Patio and the Designated Smoking Area

Box Office (front gate):

- 2 tents (Box office tent and 1 Dr Pepper tent) & 4 sandbags
- 1 large table, 1 folding table
- Fencing to create barrier (metal gates or black stands with netting, zip tie in place)
- Sponsor banners (zip tie on)
- 1 hand sanitizer stand
- Social distancing stands
- 2 trash cans
- 1 high-top table for staff & volunteer check in

VIP Skybox (rooftop deck):

- 3 Dr Pepper tents (should be kept in lower level of Skybox under stairs)
- 1 folding table
- 1 folding chair
- 4 white cooler stands
- Coolers filled with product (sodas, water & alcoholic beverages)
- Extra product for Dr Pepper cooler
- Sponsor banners to hang along the railing (hang with zip ties)
- 2 towels
- 2 trash cans

Beer ID & Ticket Station (left of the stage, corner of the parking lot near the tree):

- 1 Dr Pepper tent & 2 sandbags
- 2 folding chairs
- Beer ID & Ticket sign
- 20 blue chairs for rent
- 1 hand sanitizer stand
- Social distancing stands
- 1 trash can



SET UP

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Beer Truck & Concessions (under bridge):

- 2 Dr Pepper tents & 4 sandbags
- 5 folding tables
- Banner for beer truck (hang with tape)
- 1 hand sanitizer stand
- Social distancing stands
- 2 trash cans

PIT (10 feet in front of the stage):

- 4 large metal gates & other metal gates (ask for how many)
- Wooden stool
- Blue netting to block entry to stage
- Zip ties

Patio (to the right of the stage):

- 1 Dr Pepper tent & 2 sandbags
- 1 high-top table
- 1 trash can

Designated Smoking Area (under bridge):

- 4 smoking stands
- Banner hung on wooden electrical platform

Miscellaneous Set Up Items:

- Stage banner
- 2-3 high-top tables along sidewalk
- Signage taped on portable toilets
- 4 glass tables with umbrellas in parking lot next to the stage (if needed)
- Trash cans spread out in high-volume areas



BEER TRUCK

5:45PM-10PM

Volunteers must be at least 21 years old to work the beer truck. This position plays a vital role in the experience's guests have when coming to Dr Pepper Park! Anyone ordering beer must have a wristband that shows that they have shown us their ID and are 21 or over. Do NOT accept cash. Everyone needs to buy tickets from the beer ID/Ticket station.

How to operate:

2-3 people stand behind the front table to take orders from customers, while 2-3 other volunteers will fill drinks to pass to the front.

Have a few beers of each kind (some options are more popular than others) pre-poured and set on the back table (this helps get people their drinks faster when there is a long line, but if the line is slow avoid this to keep beers nice and cold).

Keep the line moving and work together to quickly get people their beverages.

If there are any issues (tap runs out, problem with customer, etc.), please radio for Waynette or find a staff member nearby.

Last call takes place at 9:30. At this time, beer truck volunteers should begin breaking down their area.

- Put extra cups back into the box
- Place any signage (including ABC license), ticket boxes and tip jar into plastic bin
- Disinfect table clothes and tables (disinfectant can be found at the Beer ID tent)
- Fold tables
- Take down tent (please ask a staff member if you are unsure how to properly do this) and banner taped to beer truck
- Discard any trash remaining and beer tickets collected



CONCESSIONS

5:45PM-10PM

While 6 volunteers will be working the beer truck, the other 2 will work the concession stand. Here, there are non-alcoholic beverages and snacks sold. In the past, the concession stand has only accepted cash payments. In 2021, we will be using a device to accept credit or debit card payments as well.

How to use the clover payment device:

1. Turn on by holding down the button on the right side of the device
2. Enter password: 0515
3. Select "Register"
4. Click on the icon option needed (Soda, Water, Snack item)
 - Click the icon again to add more than one item
5. Select "Review Order"
6. If everything appears correct on the current order screen, select "Pay"
7. Select the first option "Credit/Debit" if paying with a card, then select "Charge \$ on Card"
8. Have customer insert, swipe or tap card (DO NOT take card from them, this is a no touch process)
9. Once it goes through, select "No Receipt" then "Done"

If there are any issues (run low on product, device error, problem with customer, etc.), please radio for Waynette or find a staff member nearby.

While last call for the beer truck takes place at 9:30, guests can still purchase items at the concession stand until 10pm. At this time, concession volunteers should begin breaking down their area.

- Place all snacks (chips, ring pops, etc), signage and tip jar into plastic bin
- If there is a tent at your station, take it down (please ask a staff member if you are unsure how to properly do this)
- Take cash box to Waynette or a Dr Pepper Park employee if it was not collected from you already



VIP SKYBOX

5:45PM-10PM

The VIP Skybox volunteer position responsibilities:

When you first arrive, examine the products you have so you know where everything is located.

There is an inventory sheet you will be in charge of keeping track of. The amount of each product will already be recorded. If at any point you run low or completely out of anything, please record the amount that is replaced. At the end of your shift, please count how much of each product you have remaining and record this information on the inventory sheet.

ALL VIP Skybox guests must have a specific wristband to enter this area.

Guests can purchase non-alcoholic beverages and water with cash. The VIP Skybox ONLY accepts beer tickets for alcoholic beverages, no cash payments. Anyone ordering beer must have a wristband that shows that they have shown us their ID and are 21 or over.

There is NO smoking in the Skybox and NO videos permitted, please enforce this.

If there are any issues (product runs low, problem with customer, etc.), please radio for what you need, and it will be brought to you.

Last call takes place at 9:30. At this time, the VIP Skybox volunteer should begin breaking down their area. Do not leave product unattended. Please ensure that all guests have exited the Skybox at 10pm.

- Any left-over product should be put into the coolers or extra crates
- Fold table and chair, place under the stairs behind curtain
- Take down tent over the cash bar (please ask a staff member if you are unsure how to properly do this)
- Discard any trash remaining and beer tickets collected
- Take cash box to Waynette or a Dr Pepper Park employee if it was not collected from you already



TICKET SCANNERS

5:45PM-SLOW

As a ticket scanner volunteer, it is your responsibility to scan guests' tickets as they arrive. The gates open at promptly 6pm, so please be in place and ready to go before this time.

Scanning show tickets is like ringing up groceries. You will be given a scanning gun connected to a laptop. Have guests hold out their ticket and scan the barcode located on the right side of the ticket. If the guests brings a ticket printed at home, there will be a barcode on the page.

At first, the line will be long, and everyone will come at once. This will turn into people arriving in waves and will continue to slow down throughout the night. Some people only like to come to the main act, so more guests will begin arriving around 8pm.

Please do not leave the ticket scanning station until you are released by a Dr Pepper Park staff member.



BREAK DOWN / CLEAN UP

9:30-11PM

Areas to break down and clean up: Box Office, VIP Skybox, Beer ID & Tickets, Beer Truck & Concessions, PIT or Patio and the Designated Smoking Area

Volunteers who worked the Beer Truck and Concessions, and the VIP Skybox should have already begun the break down process for these areas. Gloves will be provided if you need them.

Please do not disrupt guests who are still present when beginning clean up.

First begin by breaking the different areas down. We utilize a four-wheeler with a trailer attached to transport heavier/bulkier items to the warehouse. You will be asked to assist with loading up these items then putting them away in the correct areas of the warehouse.

Box Office: Break down tents, tables, chairs and place them on the sidewalk. The gate/fencing must stay up until 10pm.

VIP Skybox: Break down remaining tents, take down banners, and carry coolers and extra product down the stairs and place on the sidewalk. The coolers will be full of ice and water, open the spout and let drain after being brought down. Please stack the chairs against the brick wall and discard of any trash left behind.

Beer ID & Concessions: Push coolers with product in front of warehouse, open spouts to drain water. Carry tents and tables into warehouse and put away in the correct spot. The banner and plastic bins should be taken to the Sponsor Hounds trailer and left in the back.

PIT: Carry metal gates to the edge of the grass next to the parking lot. Cut zip ties off blue netting and roll it up, then place with gates. Roll up the stage banner and take to Sponsor Hounds trailer.

Patio: Take down tent and high-top table, carry to the edge of the grass next to the parking lot.

Designated Smoking Area: Empty smoking stands if full and place in warehouse. Cut zip ties holding the banner hung on wooden electrical platform.



BREAK DOWN / CLEAN UP

9:30-11PM

Other: Break down high-top tables in parking lot and place with VIP Skybox items. If the glass tables were used, carefully carry these to the warehouse. Any signage left out should also be taken to the warehouse.

Trash: Please pick up any trash left of the ground and put in trash cans. Take all trash bags out of the cardboard bins and tie closed. The bins will be placed on the trailer before the trash bags. Once those have taken back to the warehouse, assist with loading trash bags onto the trailer, and follow the four-wheeler to the dumpster to unload.