



Non-Profit Partner Vendor Handbook

“The mission of the Colorado Dragon Boat Festival is to build bridges of awareness, knowledge and understanding between the diverse Asian Pacific American communities and the general public through visual, culinary and performing arts, crafts, cultural education programming and athletic competition.”

Thank you for your support of the 2019 Colorado Dragon Boat Festival (CDBF) as a Non-Profit Partner Vendor (NPPV). This NPPV Handbook was created to aid in making this year’s experience as easy and successful as possible for our partners. Please distribute this to each volunteer for review prior to the Festival, July 27th & 28th, 2019.

The CDBF is proud to partner with other non-profit organizations in accordance with a variety of community missions and directives. The NPPV program has now contributed over \$20,000 back to these organizations. The Festival relies on the contributions of almost 400 individual volunteers. This NPPV Program is independent from the CDBF volunteer program, with each having a distinct set of benefits. NPPVs earn money for their organization and can advertise their group’s mission. General Festival Volunteers receive no financial reward, but are offered a unique way to participate behind the scenes at the festival. Please remember: as a non-profit partner you will need to provide your own meals and you may wear t-shirts that advertise your organization.

FESTIVAL DAYS & HOURS

Saturday, July 27th: 10 am – 7 pm

Sunday, July 28th: 10 am – 5 pm

TABLE OF CONTENTS:

Check In – page 2

General Information – page 2

Tips for Success, Hints, Dos/Don’ts – page 3

Coca Cola Booth Regulations – page 4

Merchandise Booth Regulations – page 4

Snow Cones Regulations – page 5

Beer Garden Regulations – page 6

EMERGENCY CONTACT INFORMATION

Non-Profit Partner Vending Co-Chairs

Joanne Liu, jwanliu@gmail.com, (339) 224-0207

Kirk Matsuzaki, kirk.matsuzaki@gmail.com, (858) 361-1345

THANK YOU FOR MAKING THE 2019 DRAGON BOAT FESTIVAL A SUCCESS AND

WE LOOK FORWARD TO PARTNERING WITH YOU!

CHECK IN

Booth managers must arrive at Non-Profit Headquarters at least **one hour prior** to start time each day of the Festival. NPPV headquarters will be at **Quarter Master**, located near the corner of W. Byron St. and Sheridan Blvd. (See map for location details). It is vital that booth managers check in here before the start of the day to receive important supplies and other information for booth management. We rely on your prompt arrival. Other booth staff may report directly to their assigned booth at their assigned shift times. **Please inform each of your volunteers of your booth location prior to the event.**

GENERAL INFORMATION

- **Managers** - Know who your volunteers are!
- **Volunteers** - Know who your managers are!
- **Shift Schedule** - Communicate with each other a few days before the Festival to confirm your shift schedule.
- **ATM Machines** - Located throughout the Festival site; please note the ones nearest your booth.
- **First Aid** - There are roaming paramedics on bicycles as well as a stationary ambulance on site (along W. Byron St. near Food Court West) – please locate them prior to your shift.
- **Lost & Found** - Located at Volunteer Headquarters. Direct all lost parents, children, and items to that location.
- **Restrooms** - May be found throughout the Festival site; Please locate them prior to your shift.

WHAT TO WEAR

Dress comfortably and appropriately for your work area. Wear appropriate closed-toed shoes for your safety and comfort. The weather in Colorado is unpredictable, so dress accordingly. Whatever you bring must be carried with you while performing your duties. We recommend no purses, but rather a fanny pack for your personal items. Even though there will be shade inside your tent, from time to time you will be exposed to the elements. We suggest that you bring sunscreen and some type of rain protection.

STAYING HYDRATED

Quarter Master is stocked with cold water and beverages to keep you hydrated. Please go there for drinks as it is important that you **DO NOT** help yourself to the products in your booth. Mismanaged inventory will result in financial penalty. If you want to send a runner to bring several drinks back to your booth, that is permitted. You may also bring your own supply of drinks to have at your booth. However, we ask that you honor our beverage sponsor's contribution to the Festival by only having their products on site.

PARKING

We will have \$5.00 parking at the Auraria Campus (5th street garage, Elm Lot, and Cherry Lot), where you can take a free shuttle to the event site. The shuttle will run from 6:30am to 8:30pm each day. Remember to plan time for parking at Auraria Campus, riding the shuttle to Sloan's Lake and getting to your booth location. Allow at least 30 minutes for parking, taking the shuttle, and locating your booth. You may want to allow even more time during peak hours in the middle of the day. **Important note:** please adhere to No Parking signs and do not park within 10 feet at the end of a residential street. Ticketing and towing will be enforced. **NO parking at the King Soopers, Target or Ace Hardware parking lots.**

TIPS FOR SUCCESS

- Drink plenty of water and keep hydrated
- Welcome every guest, make eye contact, and remember to smile!
- Wear sunscreen and a hat
- Remember – your enthusiasm is contagious!
- Most of all, HAVE FUN!

HELPFUL HINTS FOR BOOTH STAFF

- Count back accurate change to every customer
- Keep track of booth inventory levels at all times
- Organize inventory on counters and in storage areas
- Clear booth of all trash and cardboard
- Throw away all trash and recycle all cardboard
- Stand toward the front of the booth to anticipate sales and attract customers
- Help customers by directing them to other areas of the festival. Festival program books with maps are available at information booths or from the Non Profit Partner Vendor manager
- Authorize all transactions, count deliveries, and record properly
- Wipe spills immediately and use waste water barrels properly
- Know the names and responsibilities of all your volunteers
- Wash your hands before each shift and after every break

WHAT NOT TO DO

- Do not reduce pricing on any products (no discounts, giveaways, trades, etc.)
- Do not turn your back to a customer and leave product unattended
- Do not accept payment other than card and cash for drinks (merchandise may accept checks, cards, and credit cards)
- Do not leave your booth wearing your money apron
- Do not remove money from the booth at any time
- Do not combine your inventory with another booth's
- Do not eat or smoke in or around your booth
- Drinking alcohol is not allowed
- Do not invite friends or anyone who is not a working volunteer into your booth space or behind the counter
- Do not let trash build up around your booth
- Do not sell ice
- Never pour anything on the grass or in storm drains
- Do not sit on the ice bins
- Do not pre-pour product. Ice will melt, cups will warp, and customers will not be happy

SWIRE COCA-COLA BOOTHS

PRICES & PRODUCTS

\$2

Dasani (.5L)

Dasani Sparkling (12 oz cans)

Coke, Diet Coke, Sprite, Orange Fanta (12 oz cans)

\$3

Honest Tea

\$4

Smartwater (700ml)

Vitamin Water (20oz)

\$5

Monster (16 oz)

REGULATIONS

- The booth manager will pick up the following supplies each morning:

Sanitizing Buckets Materials

Bleach

5 Gallon bucket

6 Rags

- **Sanitizing bucket:** Fill bucket half full of water; add 5 capfuls of bleach; store rags in solution when not in use
- Volunteers are required to wash hands at the start of each shift and periodically during the day
- Dump waste water and beer run-off into the waste water barrels – **NEVER** into the gutters, grass or drains – this is **AGAINST THE LAW**
- Let CDBF staff know if the barrels are becoming full
- Absolutely no smoking or eating within the booth at any time (if you must smoke, please do so off festival grounds)
- Return all supplies to **Quarter Master** at the end of each day
- **The Health Department will be checking your booth to make sure that you have these items, so please be prepared for inspection**

MERCHANDISE BOOTH

PRICES & PRODUCTS

Varying Prices

Variety of T-Shirts (Throwback, Festival, Consignment)

Trucker Hats

Bufs

Dragon on a Wire (Kid's Toy)

Plush Dragons

Mini Phone Fan

REGULATIONS

- The booth manager will pick up the following supplies each morning:

Sanitizing Buckets Materials

Bleach

7 Gallon bucket

8 Rags

- **Sanitizing bucket:** Fill bucket half full of water; add 5 capfuls of bleach; store rags in solution when not in use
- Volunteers are required to wash hands at the start of each shift and periodically during the day
- Dump waste water and beer run-off into the waste water barrels – **NEVER** into the gutters, grass or drains – this is **AGAINST THE LAW**
- Let CDBF staff know if the barrels are becoming full
- Absolutely no smoking or eating within the booth at any time (if you must smoke, please do so off festival grounds)
- Return all supplies to **Quarter Master** at the end of each day
- **The Health Department will be checking your booth to make sure that you have these items, so please be prepared for inspection**

SNOW CONES

PRICES & PRODUCTS

\$3.00 Small

\$5.00 Large

Variety of Flavors

REGULATIONS

- The booth manager will pick up the following supplies each morning:

Sanitizing Buckets Materials

Bleach
9 Gallon bucket
10 Rags

Hand Washing Station Materials

2.5 gallons of water
Catch bucket
Soap dispenser
Paper towels

Carpet for Snow Cone Booth

- **Sanitizing bucket:** Fill bucket half full of water; add 5 capfuls of bleach; store rags in solution when not in use
- **Hand washing station:** Set up the water container on your back table; place a catch bucket underneath spout; keep hand soap and paper towels nearby
- Post laminated non-profit status above hand washing station
- Volunteers are required to wash hands at the start of each shift and periodically during the day
- Dump waste water and beer run-off into the waste water barrels – **NEVER** into the gutters, grass or drains – this is **AGAINST THE LAW**
- Let CDBF staff know if the barrels are becoming full
- Absolutely no smoking or eating within the booth at any time (if you must smoke, please do so off festival grounds)
- Ice scoops must be used at all times; **NEVER** use a cup
- Snow Cone syrups and cups **CANNOT** be left on the ground. Please store these on a table at all times
- Check your handwashing station every 30 minutes – 1 hour to make sure it is at 92 degrees or higher
- Open only one sleeve of cups at a time.
- Do not store any snow cone product on the ground – it is against health code! Store all syrups, cups, and ice on tables
- Return all supplies to **Quarter Master** at the end of each day
- **The Health Department will be checking your booth to make sure that you have these**

items, so please be prepared for inspection

BEER GARDEN

PRICES & PRODUCTS

\$5.00 each

Coors (16 oz.)

Coors Light (16 oz.)

Colorado Native (12 oz.)

Redd's Apple Ale (12 oz.)

Summer Shandy (12 oz.)

REGULATIONS

- The booth manager will pick up the following supplies each morning:

Sanitizing Buckets Materials

Bleach
11 Gallon bucket
12 Rags

Hand Washing Station Materials

2.5 gallons of water
Catch bucket
Soap dispenser
Paper towels

Carpet for Snow Cone Booth

- **Sanitizing bucket:** Fill bucket half full of water; add 5 capfuls of bleach; store rags in solution when not in use
- **Hand washing station:** Set up the water container on your back table; place a catch bucket underneath spout; keep hand soap and paper towels nearby
- Post laminated liquor license each morning in a visible location in booth
- Volunteers are required to wash hands at the start of each shift and periodically during the day
- Sales staff **MUST** be at least **18 to SERVE** beer
- Sales staff **MUST** be at least **21 to POUR** beer
- Dump waste water and beer run-off into the waste water barrels – **NEVER** into the gutters, grass or drains – this is **AGAINST THE LAW**
- Let CDBF staff know if the barrels are becoming full
- Absolutely no smoking or eating within the booth at any time (if you must smoke, please do so off festival grounds)
- Security will ID everyone; only 21 and older will receive wristbands
- Always verify wristband before selling beer
- Only three beers per customer per day (use your judgment and training)
- Do not serve a customer who is visibly intoxicated; refer to training, security and/or DPD who will be posted in the area
- If you think the purchaser has a fake ID, notify security immediately
- Check your handwashing station every 30 minutes – 1 hour to make sure it is at 92 degrees or higher
- Return all supplies to **Quarter Master** at the end of each day
- **The Health Department will be checking your booth to make sure that you have these items, so please be prepared for inspection**