



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 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 our **Training Sessions**.

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 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 do not receive a financial award, 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 25: 10 am – 7 pm

Sunday, July 26: 10 am – 5 pm

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FESTIVAL CONTACT INFORMATION

Non-Profit Partner Vending Coordinator

- Kim Fleming, nppv@cdbf.org, 309-472-3828

**THANK YOU FOR MAKING THE CO DRAGON BOAT FESTIVAL A SUCCESS - WE
LOOK FORWARD TO PARTNERING WITH YOU!**

CHECK IN

Booth managers must arrive at **Quartermaster** at least **one hour prior** to start time each day of the Festival - **9:00am or earlier**.

Quartermaster is located near the SE 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.

Your other booth volunteers may report directly to their booth. Please inform them 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 items, adults, and children 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 instead a fanny pack for your personal items. Even though there will be shade inside your tent, you will be exposed to the elements! Please bring **sunscreen** and some type of **rain protection**.

STAYING HYDRATED

Water can be requested through our on-site NPPV Coordinators. Just use your radio and call. It is important that you **DO NOT** help yourself to the products in your booth. Mismanaged inventory will result in financial penalty.

You may also bring your own supply of drinks to your booth. However, we ask that you honor our contract with our beverage sponsor by only having **Coca-Cola** products on site.

PARKING

We will have **\$5.00** parking at the Auraria Campus - **5th Street Garage, Elm Lot, and Cherry Lot**. From there, you can take a free shuttle to the event site.

Public Transportation - Light Rail

Station: AURARIA WEST

~1 minute walk to shuttle

Public Transportation - Bus

https://moovitapp.com/index/en/public_transit-Auraria_Campus-Denver_Boulder_CO-efsite_4a0cac4ff964a52053751fe3-747

Shuttle Schedule

Saturday: 6:30am - 8:00pm

Sunday 6:30am - 7:00pm

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. **NO parking at the King Soopers, Target or Ace Hardware parking lots. Ticketing and towing will be enforced.**

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 TIPS FOR BOOTH STAFF

- Ask if customer would like receipt on all card transactions
- Count back accurate change to every customer paying cash
- Keep track of booth inventory levels at all times
 - **Radio NPPV Coordinator when one type of product or more is low**
- 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 Coordinator
- Authorize all transactions, count deliveries, and record properly
 - **Keep a record log of all accidental or incorrect card transactions**
- 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
- **Beverage Booths:** Even if the ice in your bin melts, the water will still keep drinks cold for some time. Check the temperature before adding more ice. Always wear gloves when grabbing product.

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
- **Do not open multiple cases of product if that type of inventory isn't running low. We won't be able to return open cases of product at the end of the festival.**

SWIRE COCA-COLA BOOTHS PRICES & PRODUCTS

\$3

Dasani (.5L)
Dasani Sparkling (12 oz cans)
Coke, Diet Coke, Sprite, Orange Fanta (12 oz cans)

\$3

Honest Tea

\$5

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 **Quartermaster** 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 **Quartermaster** 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 **Quartermaster** 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 **Quartermaster** 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**