

## Volunteer Roles and Descriptions:

*All managers will be experienced volunteers in the specified area. They will be individuals who show strong leadership skills, but also have been volunteering with the wine festival for a period of time. They will know the procedures and systems of each area very well and will be able to instruct others on how to complete the task effectively and efficiently. All manager role descriptions also include what the other volunteers will be doing during the festival.*

### Will Call & Volunteer Check-In Manager

The Will Call & Volunteer Check-In Manager will be checking in volunteers as they arrive and will call for patrons who had difficulties with their ticket. They will have a clear understanding of all volunteer duties to direct and instruct the other volunteers on their job for the day. They will understand the processes of check-in for all groups including pourers, exhibitors, vendors, etc. at the festival, in order to instruct them on where to go.

### Special Tasting Room Check-In Manager

The Special Tasting Room Check-In Manager will oversee the volunteers checking in guests for the Special Tasting Room. They will be a seasoned volunteer and have experience with an iPad. They will understand the full process of the Special Tasting Room Check-In, and be able to instruct the other volunteers on the procedures.

### Education Session Manager

The Education Session Manager will be overseeing the education session patron check-in. They will have a clear understanding of the education session check-in and know where to direct patrons. They will be a seasoned volunteer and be able to instruct the other volunteers on their duties.

### GT Patron Check-In – Scanning and Glasses Manager

The Patron Check-In Manager is in charge of overseeing the volunteers checking in guests. They will be a seasoned volunteer and have experience with an iPad. They will also provide a brief training on the check-in process to the other volunteers, ensuring that they are prepared by understanding their duties.

### iPad Training Manager

The iPad Training Manager will oversee all iPads at the festival. They will be in charge of the check-out and check-in process of all iPad. They will be a seasoned volunteer and have iPad experience. When a volunteer checks-out an iPad they will be there to give any quick tutorials if needed. They will also be sure to collect all iPads at the end of their shift that were checked out.

### Silent Auction Manager

The Silent Auction Manager will be in charge of overseeing the Silent Auction during the Grand Tastings. They will be a seasoned volunteer and have a clear understanding of the silent auction process. They will be there to answer any patron questions and instruct other volunteers on the process. They will be there to oversee the checkout process, and ensure that all patrons go home with their correct lot.

### Trade Tasting Manager

The Trade Tasting Manager oversees the volunteers checking in the patrons of the Trade Tasting. They will have a clear understanding of the Trade ID that is needed for an individual to enter the Trade Tasting and be able to instruct others on who is admitted. They will be a seasoned volunteer and understand the process of Trade Tasting Check In.

## Volunteer FAQ's

### *Where is the Festival?*

The Cincinnati International Wine Festival is on third floor of the Duke Energy Convention Center.

### *How do I apply to be a volunteer?*

You must contact Chris Phelps at [cphelps@wguc.org](mailto:cphelps@wguc.org) or (513) 419-7102

### *How do I know that I have been accepted to volunteer at the festival?*

You will receive an e-mail offering you a position at the Festival. At that time, you have the option to accept or decline the shift. If we do not hear from you, we may offer your shift to another person. Volunteers must make sure that they have a reliable system for collecting e-mail and telephone messages

### *Who does the scheduling?*

Chris Phelps, the Volunteer Coordinator, does all the assigning of volunteers. We are working with the preferences of hundreds of volunteers and the demands of a complex event. Once you have been assigned a shift, please try to fulfill your commitment. If something does come up, please call or e-mail us as soon as possible so that we can work to fill your shift. Call 513-419-7102 or email our volunteer coordinator with questions.

### *How do you assign shifts?*

Returning volunteers receive first priority for shift preference, and length of service may influence choice of position.

### *Can volunteers request certain shifts?*

Yes. When responding to the volunteer inquiry email, you can identify your preference for job areas and tell us what shift times work best for you. We will work as hard as we can to make sure everyone gets a shift they will enjoy.

### *How do I know which night to work?*

In exchange for a full shift, volunteers will receive one night's free admission on either Friday or Saturday. Most volunteers base their preference on which night they want to attend the festival. However, a volunteer cannot volunteer after attending the festival the same day. For example, you cannot attend the festival Saturday afternoon and volunteer Saturday night.

### *When do volunteers get their shift assignment?*

Your volunteer assignment will be sent to you in late December or early January, along with more details about your Volunteer Orientation.

### *What are the different jobs?*

We need strong, energetic people who are passionate about serving their community; and all around wine lovers to volunteer. For more detailed information, please go to the Volunteer Job Description section.

### *Where do I park?*

Because the Festival brings thousands of people into downtown Cincinnati, street parking will be hard to come by. There are now a number of parking garage options available around the convention center. For details about Downtown Cincinnati parking rates and policies, please visit the Explore Cincinnati page under Parking.

### *When do I need to be there?*

Please plan to be on-site 15 minutes prior to the start time of your shift to start your check-in process.

### *How and where do I check in?*

There is a volunteer check in booth before entering the festival. The festival is located on the third floor of the convention center. As you go up the escalators, the volunteer check in booth is the first table on the left.

### *How do I get my Friday admission wristband if I am working on Saturday?*

You will be emailed your ticket the week prior to the wine festival.

### *Who runs the Festival?*

The Cincinnati International Wine Festival and is a nonprofit organization. It is organized and administered by Executive Director Debbie Dent and the Assistant Executive Director Cayleen Dixon, various committees – and hundreds of volunteers like you.

### *Who is in charge of Festival volunteers?*

Our volunteer coordinator is Chris Phelps. She has worked in this position since 1992. Chris works for the first ever beneficiary of the wine festival, and works closely with the various committees, creating shift assignments that align with Festival needs.

### *What is a Festival Volunteer Manager?*

A Festival Volunteer Manager is an experienced Festival volunteer who is in a position of responsibility during the Festival, specifically supervising the work of other volunteers in one area. They will be individuals who show strong leadership skills, but also have been volunteering with the wine festival for a period of time. They will know the procedures and systems of each area very well and will be able to instruct others on how to complete the task effectively and efficiently.

### *What if my availability changes?*

Please call or e-mail the Festival as soon as you know there is a change in your schedule. We appreciate your timeliness, as your shift is very important and we will have to work to find someone to fill it.

### *How do volunteers contact the Wine Festival Staff?*

If you are looking to speak directly with wine festival staff, please contact Debbie Dent at 513-241-3434 or [ddent@winefestival.com](mailto:ddent@winefestival.com)