

Bowls of Hope 2023 Volunteer Descriptions

Set-up Crew

Volunteers can expect to assist Many Mansions staff with setting up tables, chairs, place settings, and activities. Part of this role may include testing the technological elements of the event. Working with the set-up crew may include lifting and carrying items. Putting linens on tables, directional signs for parking, working with different RD team members to set up their station.

Check-in Crew

Pre-Check In Docents: You will be the first point of contact for attendees at Bowls of Hope. We want all guests to feel warm and welcomed. You will greet guests as they approach the check-in area and guide them to the appropriate check in table.

After warmly greeting the guest, you will ask them two main questions:

1. Are you a guest today, or a volunteer, soup server, or a representative of a sponsor organization?
 - a. If they are a volunteer, please point them to the volunteer check-in area, adjacent to the General Admission check in
 - b. If they are a soup server or a sponsor, please guide them to the designated check-in table

2. If they are general admission guest, please ask whether they have their tickets printed or on their phone?
 - a. If yes, send them to the Pre-purchased General Admission tables (there will be 4 stations for that)
 - b. If they don't have their tickets, please send them to the "same day ticket purchase" check-in station, where staff will help locate their tickets, or they will purchase tickets on the spot.

Another task for the pre-check-in docents is to be mindful of other areas of the event. Do you see people approaching from other directions and looking confused? Please approach them and help guide them towards the check-in area.

General Admission Check-In: Please welcome guests as they arrive, and confirm they are in the proper line. You'll then check them in by scanning their digital *Eventbrite* ticket. Then direct them to the "bowl selection" tables. If for any reason the tickets do not show up, we will have the RSVP list printed.

Things to note:

1. Please follow the separate directions on downloading the Eventbrite Organizer app. **It will be much appreciated if you download it before the day of the event.** Please contact us if you're having any trouble. **You will receive the specific username and password for Many Mansions on the day of the event.**
2. Only guests with a digital or printed ticket will be directed to your station. If someone does not have a ticket, you will be able to locate their name on the printed RSVP sheet and mark them as "attended". But if there are any issues in locating their name, please send them to the "same-day-purchase" check-in station, where staff can assist them.

Please note that Many Mansions residents are welcome to attend at no cost and may or may not have a ticket. If they do, please check them in as usual. If someone does not have a ticket but tells you they are a Many Mansions resident, please handwrite their name on the RSVP list with their phone number, and indicate "MM resident".

Check-in for Sponsorship and Volunteer Soup Servers: Please welcome guests as they arrive, and confirm they are in the proper line. You'll then check them in by scanning their digital *Eventbrite* ticket. If for any reason the tickets do not show up, we will have the RSVP list printed, in which case, please mark that they are in attendance.

After Scanning their Ticket:

1. Hand them a pre-printed name badge.
 - If there isn't one already prepared for them, please prepare one on the spot.
 - Please mark "soup server" or "event sponsor" on their nametag if handwriting
2. Soup servers will receive an apron. A Many Mansions staff member will escort the soup servers to the food tent.

Same-Day Ticket Purchases: Attendees who do not have their ticket printed or on their phone, or who haven't purchased a ticket yet will be guided to this station. MM Staff Ari and Rafa will be assigned with computers and will either check in via the Eventbrite platform, or process a purchase through cash, check, or credit/debit card. Raffle tickets sale is available at this station.

Volunteer Check-In: As Volunteers show up for their shifts, you will ask them for their name and hand them a volunteer waiver to sign. All volunteers must complete a waiver. For minor volunteers, a parent/guardian must sign the waiver on the volunteer's behalf. Families may use one waiver, but all names must be listed.

Please make sure you are well-versed in all volunteer roles (by learning this document) and in where each activity is. Please tell the volunteer where they have been assigned, hand them a shirt and a name badge, and direct them where the restroom is for them to change. If the volunteers do not know where their assignment is at the event, please ask a docent to show them.

Volunteer Docent: Once volunteers and/or soup servers are checked in, you'll be their guide to show them to their designated position/table and answer any questions. You will introduce them to their staff or volunteer leaders.

When the second shift arrives and is being shown to their station, make sure that the first shift volunteers train them, and then relieve shift one volunteers of their duties.

Bowl Supervisors: Volunteers supervise the bowl giveaway station. You will hand each family a Many Mansions tote bag and tell them that there's additional information about Many Mansions in it and that they can use it to carry the bowl they select. Show them the selection of bowls to choose from. Please continuously replenish and nicely organize the bowls display on the table.

Please communicate that community members and Many Mansions residents have hand painted these bowls.

Please also be ready to communicate the different activities that are available to guests.

Food Service Crew

Food service captains are Drew and Amanda Haver. They will guide you as to your roles.

Food Server (bread, salad, and desserts): Volunteers will serve guests to assure food safety.

Only you can touch the tongs or ladles, with **gloved hands.** When food items get low, please communicate with Food Runners so that they can bring more food items to you.

Food Runners: Volunteers will watch all food stations in case items need to be replenished. You will work with our food management captains (Haver Family) and communicate to them when

new food items are needed. Please ensure that the drink station is neat and clean and support other stations in cleaning. The last shift will help pour soup into to-go containers.

Busser/Cleanup: Volunteers will walk around and ask guests if they have any trash. Additionally, please check tables for trash. You will also provide extra napkins and utensils to guests if needed. Please let a Many Mansions staff member know when the trash bins are full. Last shift will be cleaning all tables till the end of the event.

Make sure to change your gloves whenever you start a new task.

Activities Crew

Summer Camp Donation Supply Management: Volunteers will collect donated Summer Camp items, thank donors warmly, and organize them into bins, provided by Many Mansions. **Each person bringing a donation (or donations) receives one raffle ticket as a thank you gift.** Additional information about Many Mansions and its summer camp will be provided to you, so you can explain to guests why their gift is important.

Raffle Sales: Volunteers will both process raffle ticket purchases and walk around the event to bring attention to the raffle tables. Guests can purchase raffle tickets via cash, check, or card. Please refer to the list of raffle items if guests ask what we are raffling off. Use your Many Mansions talking points to answer guests' questions about where their donation is going. Or ask a staff member to come over and explain more.

Please have guests fill out their name, and e-mail OR phone number on the tickets. Please confirm **each** ticket has been filled out completely and clearly.

Raffle Table: Volunteers will manage the raffle table and answer questions.

FAQs:

1. Do I need to be in attendance to collect my items? No.
2. What time does the raffle end? 1:30 PM
3. If I'm not present and I win a raffle item, when will I be informed? By the end of day Monday, March 27.
4. How much are raffle tickets? \$5/each, with bundles available. **Please see *Appendix A* for a raffle ticket breakdown.**

Use your Many Mansions talking points to answer guests' questions about where their donation is going. Or ask a staff member to come over and explain more.

Silent Auction Table: Volunteers will monitor the silent auction table. There are 4 silent auction items currently.

FAQs:

1. Do I need to be in attendance to win? No.
2. What time does the raffle end? 1:45 PM
3. When will I be informed that I won? By the end of day Monday, March 27.

Use your Many Mansions talking points to answer guests' questions about where their donation is going. Or ask a staff member to come over and explain more.

Wine Pull: Volunteers will monitor and assist the wine pull tables. There will be two separately priced pulls:

\$20 Pull: Guarantees that guests receive a bottle of wine priced between \$20-\$49.99.

\$50 Pull: Guarantees that guests receive a bottle of wine priced between \$50-\$80.

- Guests can purchase "pulls" via cash, check, and card.
- Guests will choose a wine-cork with a number, and will receive the wine bottle corresponding to that number.

Use your Many Mansions talking points to answer guests' questions about where their donation is going, or ask a staff member to come over and explain more. If comments are made about the wine bags (because they are so cute!), please let them know about the Nifty Ladies who prepared them. We will give you that information.

Bowl Painting: You will set up painting supplies, provide guests with painting instructions, and make sure painters have water to rinse their brushes as they change colors. Water will need to be brought from the bathrooms. NOTE:

- Bowl Painting is now free. Unlike previous years, bowl painting was an extra cost.
- Please provide paint for guests. Allowing guests to get their own paint has been chaotic in the past. Attempt to have new guests use leftover paint from previous guests.
- Clean the station when guests are done and prep for the next painter. Make sure to have an apron to protect your clothes. Towards the end of the second shift, volunteers will clean, wash brushes, pack all supplies and bowls.

Make sure that guests understand why they don't get to keep their bowls. By participating in this activity, guests are donating your art work – supporting next year's event.

Encourage participants to consider organizing "Bowl Painting Parties" throughout the year with their companies, places of worship, or other organizations. Staff will be available to answer questions about this.

Use your Many Mansions talking points to answer guests' questions about where their donation is going. Or ask a staff member to come over and explain more.

"What are you Grateful for in Our Community" Poster Activity: You will engage with guests and encourage them to participate by contributing to the poster. Encourage them to visit the Many Mansions Experience and learn more about Many Mansions and the work that we do.

Take photos of guests with the posters and encourage them to post on social media with the hashtag #BofH2023 Explain that when we have more social media exposure, more people learn about the affordable housing, and more people are likely to volunteer with us, and become overall supporters.

Video Exhibit Monitors: Volunteers will engage with guests and encourage them to watch our video exhibitions. We will have talking points for you to refer to.

Photo-op Station

Provide props, and encourage guests to have you take their pictures with the backdrop. Encourage them to post on social media with the hashtag #BofH2023. Explain that when we have more social media exposure, more people learn about the affordable housing, and more people are likely to volunteer with us, and become overall supporters.

Clean-up Crew

You will assist staff in cleaning up the event. Putting table items back in the proper storage tubs and boxes. You will also make an inventory list of all items in the tubs/boxes. All tubs/boxes will be moved to one area to assist our MM maintenance team when ready to load our truck.

Appendix A.



The poster features a white background with decorative elements: a blue and yellow circle in the top left, a green circle in the top right, a yellow circle in the middle left, and a green circle in the middle right. At the top right is the 'Many Mansions' logo, which includes a house icon and the text 'Many Mansions'. At the bottom right is the 'BOWLS OF HOPE' logo, which includes a blue bowl icon and the text 'BOWLS OF HOPE'. At the bottom left are two green raffle tickets with the numbers 8409 and 840906. The main text is centered and reads: 'RAFFLE TICKETS SALES' (underlined), '1 TICKET ----- \$5', '10 TICKETS ----- \$40', '20 TICKETS ----- \$75', and '30 TICKETS ----- \$100' (underlined).

Many Mansions

RAFFLE TICKETS SALES

1 TICKET ----- \$5

10 TICKETS ----- \$40

20 TICKETS ----- \$75

30 TICKETS ----- \$100

BOWLS OF HOPE

TICKET 8409

TICKET 840906