

# Volunteering at Sundance Saloon

## How to sign up

Volunteer shifts at Sundance Saloon generally are one hour, and fall into three types of shifts: set-up, front door, and coat-check. The final front door shift (9:00) and the final coat-check shift (10:00) are shorter than one hour.

None of these shifts require special skills. The set-up volunteer should be physically able to move heavy furniture.

There are many ways to sign up for a volunteer shift. We encourage you to sign up in advance, even weeks in advance, if you know your schedule.

**1. At Sundance Saloon.** One of the easiest ways to sign up is to simply write your name in the volunteer log book at Sundance Saloon. This is kept at the front door, and the book contains schedules for 6 weeks. New volunteers should fill out a profile: blank forms are kept in the volunteer log book.

**2. On-line.** You can check availability and sign up for a volunteer slot by going to the volunteer page of the Sundance Saloon website: [www.sundancesaloon.org](http://www.sundancesaloon.org). From there click on the appropriate link to take you to the sign-up schedule. You'll need the password to enter the site. Enter your last name; select your name from the list; then choose your date, and select your shift.

**3. Volunteer coordinator.** You can contact the volunteer coordinator directly at [volunteer@sundancesaloon.org](mailto:volunteer@sundancesaloon.org). If you don't have e-mail or web access, let us know and we'll give you a phone number you can call.

If you've signed up and need to cancel, contact the volunteer coordinator, or any of the Sundance board. Unfortunately there is currently no easy way to get a hold of us if you need to cancel at the last minute.

## When you arrive at Sundance

You are entitled to free admission on the night you volunteer. We need to keep an accurate count, so please sign the "comp sheet" at the front door. In addition, if you place a check by your name on the volunteer log, it'll be easier for us to tell you're here.

If you have not signed up and you want to volunteer, check the log and see what available shifts we have for the night.

Please report to your shift a few minutes early. This will save us from having to look all over the premises for you!

## Set-up

Set-up is one shift that requires a fair amount of one-on-one coaching. If you are volunteering for this shift for the first time, you'll probably be given limited duties to perform. As you become more familiar with the process, you'll be able to do more.

## General principles

We are a customer-focussed organization. People come to Sundance Saloon to have a good time. You can reinforce this by being as friendly and welcoming as you can. We try to work out problems in the customer's favor.

Whenever in doubt, page the Sundance manager. The manager is authorized to make decisions beyond the scope of the volunteers.

To page the manager, press the green button on the page transmitter. The "1111" flashes, indicating the page has been sent. Note that you can't page again until the flashing stops, about 30 seconds. (Note: if "1111" doesn't appear in the display when you are ready to page, you need to enter 1-1-1-1 before pressing the green button.)

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### Front Door

Please: Take your time and focus on the task at hand. *And **never** leave the station and cashbox unattended!*

Admission is \$5 (occasionally different).

For each paid admission give one ticket to the customer, and place the matching ticket in the collection bin. Please separate all tickets—no strings of two or more!

Complimentary passes: check the expiration date. These passes are good for one use only, and not good for special events. Cancel the pass by applying the handstamp to it. Place in the cash drawer.

There are some VIP admissions who get free entry every week. They are listed on the comp list.

Each comp admission should sign in on the comp list, including volunteers, VIP admissions, and comp passes. No ticket is issued.

A handstamp is required for re-entry, but some patrons won't realize this. Encourage the use of the handstamp, but we can't be strict about enforcing this.

Some hints:

When taking money, put the bill on top of the tray and give change (if needed) *before* placing the money in the cash drawer. This is to reduce confusion in case the customer says that he gave you a different amount of money than what was actually given.

If you are running low on 1's or 5's, make change with the coat-check.

Our aim is to keep everyone happy. If there is any issue at all, try to work it out in the guest's favor. If you have any questions at all, page the Sundance manager.

### Coat-check

The 'donation' paid is \$2 per item. No charge for umbrellas.

Use a separate tag for each individual item, including umbrellas. Give the smaller part of the tag to the customer.

Use your judgment in calling something a separate item. If a second item is small and can easily be kept with the coat, you may consider both together as one item. A jacket and a backpack are two items.

Keep the garments and the bags in numerical order for easy retrieval. Use a twist tie or tape to fasten tags to non-hanging items.

You can have ready the next set of tags for easy retrieval, but do not leave any unissued tags on the counter.

When items are claimed, do not reuse the tags.

Lost Tags — If a customer claims he has lost his tag, page the manager. Our official policy is that he must wait until the end of the evening after all other items are claimed. However, it is at the manager's discretion to work out a solution.

### Items for sale

T-shirts are \$12. Place the money in the T-shirt envelope. Enter the sales information on the tracking sheet.

Do not mix T-shirt funds with the coat-check money. If change is needed, make the change first, *then* perform the T-shirt transaction.

Use this same procedure for other sale items. Remember to keep funds separate and record all transactions.