

SUMMARY OF CAL EXPO TIPS TRAINING

1. ANY ONE WHO LOOKS UNDER 40 YEARS OLD, CHECK ID. The only acceptable IDs are State Driver's Licenses or State Issued ID's. Military ID's, passports, non-US ID's are NOT accepted. There will typically be a reference book for you to verify what out-of-state IDs look like.

Ask the person to take the ID out of the wallet – feel for any raised edges or where a picture could have been pasted over. Also if writing goes across picture, make sure it matches up. Check for birth date and expiration date. If you think it might be fake, do not ask direct info – try asking date graduated from high school or astrological sign. And of course check that the photo matches. Any doubt – don't serve alcohol. Never accept an ID that has been taped back together. If a person is wearing sunglasses when asking for ID, please ask them to remove their sunglasses to compare photo ID.

Watch for handoff – someone else buying for an underage person. Only serve two (2) BEERS OR ALCOHOL DRINKS per ID. For some events, you may be informed for that particular event only one (1) alcoholic drink be served per person. If they want to order and pay for more than the limit, ask them to have their friend(s) come up to the counter and check their IDs. One person can pay for all the drinks, but you must see the additional IDs if the drink limit is exceeded. You can joke that they can only carry 2 anyway.

2. SIGNS OF DRUNKENNESS: overly slow, overly loud or friendly, poor coordination, slurred speech, and unfocused look.
3. CONFRONTATIONS – If the person is getting confrontational, call Jeannette 916-801-1126 and/or the Ovations supervisor. You may be given the cell number of the Ovations supervisor in addition to Jeannette's. There is lots of security. Also try to diffuse a situation by explaining it's the law and we are responsible. Also you can explain that there are roadblocks out and you don't want that person getting a DUI – so you are trying to help him/her. Offer them bottled water or a soda if you have them available in your booth and let the booth leader know, so they can write it off as spoilage.
4. INVENTORY- Check inventory. There will be an opening load list when you get there. Inventory is done at the beginning and end of the booth hours. Do not rely on anyone else's count – even an Ovations worker. Have two people count ALL inventory to verify the numbers. You will be counting cups, bottles, etc. If you are taking over in the middle of a shift from another group, shut the booth down for 10 minutes to allow you to get an accurate count. It's too difficult to get an accurate count while drinks/ food are being served. Tell any customers that you're having a shift change and it will be 10 minutes before you're open again. If working a food booth, there will also be food to count. We are paid on a percentage based on inventory – 6% of alcohol after sales tax and 12% of food sales. **DO NOT GIVE AWAY FREE CUPS** or any other inventory – WE WILL BE CHARGED THE PRICE OF THE DRINK/ FOOD BECAUSE THE INVENTORY WON'T MATCH UP WITH THE MONEY. If there are any broken cups or ones that fall on the ground (“spoiled”) – put to the side and they will be counted as spoilage at the end of the

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shift and subtracted from the inventory, so our group isn't charged for it. If you throw "spoiled inventory" in the trash and they aren't counted as "spoiled" that money will be deducted from your group's profits.

5. **MONEY** – The booth leader will pick up the start-up money from the Ovations office at the beginning of the shift. The Ovations office is located on Level K of the Grandstands. The area managers will usually pick up the money during the shift and at the end of the shift. Jeannette will usually be our area manager. If different, the person will come around to introduce themselves, so you will know them.
6. **TIP CONTAINERS** – Can't be at the front counter, but can be behind where you pour the beer. You can have a sign designating that tips will go to Del Oro.
7. There will be employee waters for you to drink. They are different than the waters that are stocked to sell to customers. **DO NOT DRINK ALCOHOL WHILE WORKING.** You will be sent home and not allowed to work in the future.
8. **DRESS CODE**- Wear black or khaki shorts/ capris/ pants/ skirts and a white shirt or T-shirt without any logos, writing, etc. You **MUST** wear closed toe shoes while working. Since you'll be on your feet, they should be comfortable shoes.
9. **PARKING & ADMISSION** – For the State Fair, park in general admission parking and Jeannette will give us free admission passes. For other events, you will be provided with free parking and admission. In this case, your name will be on the security list at Gate 12 (Hurley Entrance). You will park in Lot R (Grandstand Parking Lot) unless given other instructions. Please allow enough time to get to your booth on time.
10. **BOOTH LEADERS** – Booth leaders will be assigned ahead of time. Their duties are to arrive early enough to go to the grandstand, get the start-up money and shirts if available, and to do the inventory. Booth leaders **MUST** be present in their booth the entire shift for that group. Also, there must be one booth leader per booth. You can not have a single booth leader be responsible for more than one booth during a shift. **PLEASE**, do not let other people outside your group handle your money. If you are short, it comes out of your commission.
11. **GROUPS LEADERS** - Group leaders need to be present at events when their group is working or assign another parent the group leader responsibility. There must be someone (Group Leader) at the events to watch over parent volunteers and to help with opening and closing inventory. Especially when there is more than one booth being worked by the same group. Inventory is **EVERYTHING**.
12. If you are sick or going to be late, call your group's leader. Booth Leaders should have the phone numbers of the parent volunteers that will be working during their shift. **ONLY** call Jeannette (916-801-1126) if you are lost and need better directions.