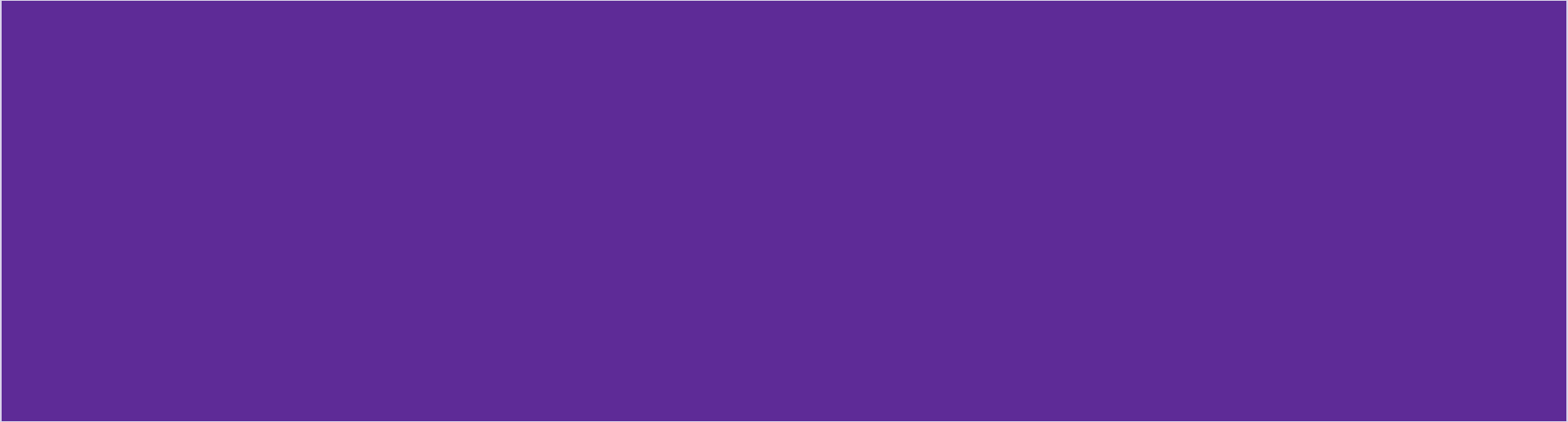


Gate Attendant Training Grapefest 2024



Welcome to Gate Attendant Training

- Very important job
 - First and last face visitors to the festival see
- Wear your group swag
 - Visitors love to see which groups support Grapevine festivals
- Dress weather appropriate
 - Shorts & T-shirts are OK
 - Comfortable closed toe shoes recommended
- Prepare for sun and heat
- Water is provided, but feel free to bring snacks (Please stay hydrated!)
- Wear your provided safety vest
- Adult - Be sure to wear the radio at each gate
- Never leave your gate unattended

Gate Attendant Tasks

- Host/hostess of the event and the first point of contact
- Be welcoming and thank guests for coming to the event
- Scan tickets with handheld scanners or confirm online purchases for admission and take tickets
- Distribute “Lost Child” stickers to small children. All will be reunited at Volunteer HQ
- Stamp hands for re-entry the same day
- Inform guests alcohol cannot enter or leave festival grounds
- Provide festival information and answer questions
- Contact Gate Managers with questions or concerns
- Enjoy the festival atmosphere!

What to Know about Gates

- Admission Gates - #1, 6, 7, 15
- Service Gates - #5, 8, 9, 10, & 12
- Admission/Service - #2
- Service/Admission/ Volunteer - #13
- There will be a contracted private security group checking bags.
- Police Officers will be at each Admissions Gate during festival hours
- Big Book page 30 lists items NOT permitted
 - No pets; Service animals only
 - No skateboards, rollerblades/skates, bicycles, or Segways
 - No soliciting - people cannot pass out business cards, coupons, or anything to festival attendees
 - No weapons - even with LTC

Opening Procedures

- If you are working 1st shift, stop at Founder's Building (Volunteer HQ) to pick up gate tote , iPhone ticket scanner and radio as well as any additional information
- Allow extra time to get your tote so you can be at your gate on time
- Sign in and out on the clipboard to ensure your organization is paid correctly
 - Time In is the time you arrive at Volunteer HQ
- Ticket tub should be at the gate - inside sales booth
- Opening shift Gate Attendants will need to check the bags of vendors.
 - Do not stick your hand inside someone's bag
 - Ask them to open and verbally confirm they have no alcohol or weapons
- People will want to have breakfast on Main Street before the festival opens
 - They are allowed in up until 20 minutes before festival opens
 - Ask them to stay on sidewalks for safety as we are still setting up for the day
- See Gate Attendant Manual for additional info

All other shifts

- Go directly to your gate
- Sign in and out for your shift to ensure your organization is paid correctly
- Give yourself time to park and walk to your gate
- Communicate with the shift before or after you
 - Any updates with what to expect
 - Remind them to sign in

Closing Procedures

- Pack all supplies neatly into the tote
- Listen on radio for tote, radio, and ticket bags return procedure
- Do not leave until you've been told it is okay by the Gate Captain

Parking (details found p. 4 Big Book)

- Complimentary Parking and Shuttle Service

Volunteers and Gate Attendant Parking Lot 3	Lot 1	Lot 2	Lot 3
Botanical Garden lot @ 411 Ball Street	3000 Grapevine Mills Parkway, southeast corner near Applebee's. See white tent and signage	Grapevine Public Library @ 1201 Municipal Way	121 Community Church @ 2701 Ira E Woods Ave.
Drops @ Gate 13	Drops @ Gate 1	Drops @ Hotel Vin	Drops @ Hotel Vin
Hours: Thurs: 8 a.m.-11:30 p.m. Fri. 8 a.m.-12:30 a.m. Sat: 8 a.m.-12:30 a.m. Sun: 8 a.m.-7:30 p.m	Hours: Thurs: 10 a.m.-11:00 p.m. Fri. 10 a.m.-midnight. Sat: 10 a.m.-midnight Sun: 10 a.m.-7:00 p.m	Hours: Thurs: 10 a.m.-11:00 p.m. Fri. 10 a.m.-midnight. Sat: 10 a.m.-midnight Sun: 10 a.m.-7:00 p.m	Hours: Thurs: 1 p.m.-11:00 p.m. Fri. 10 a.m.-midnight. Sat: 10 a.m.-midnight Sun: 1 p.m.-7:00 p.m

- ADA Parking lots

- Parking Garage at Hotel Vin - 255 E. Dallas
- Kountry Donut Shop - 102 S. Main (near Gate 1)

Alcohol Policy - Very Important!

- NO Alcohol is allowed to enter or leave the festival
- “I am sorry, TABC (Texas Alcohol and Beverage Commission) rules do not allow alcohol to enter or leave the festival grounds.”
- Do Not suggest an alternative (drinking, dumping, etc.)
- IMPORTANT! - Do Not get into a confrontation or put yourself at risk. If someone leaves the grounds with alcohol, notify the officer at your gate or use Channel 1 on the radio. Give information about what happened and as much info regarding the person (clothing, direction of travel, gate #)

Suspicious Behavior & Items

- IF you notice suspicious behavior or items:
 - Tell an on duty officer or call 911
 - Provide details of gate number, person's attire, direction of travel, and nature of behavior
 - Do not engage with suspicious individuals
- See Gate Attendant Manual (Big Book) for more details page 25

Festival Radio Operations

- Different Channels for each area
 - Gates - Channel 5
 - Trash - Channel 8
 - Operations/911 - Channel 1
 - For emergencies begin message with “Festival Command”
- Radios are to be used and managed by adult volunteers only
- When contacting someone please say: “(your name & gate #) for Gate Manager or (person’s name you are trying to contact)”
- Everyone can hear your conversation
 - Keep it short and to the point
- In emergencies (weather, lost child, etc.): LISTEN. Do not start talking. You will be directed to Channel 1. Listen and follow directions
- Gate Attendant Manual (Big Book) pages 23-26 cover these details

Passes (Admission & Parking)

- See Big Book for graphics and specifics for each pass
- Steering Committee Members will be wearing a special shirt, lanyard, or pin to identify them. They are okay to enter.
- Volunteers wearing the Grapefest T-shirt are allowed entry.
- Shift Pass - If a worker doesn't have a shift pass, but can show you proof that they are working (email, uniform, etc.), let them in.
 - Employees at merchants along Main Street should have a shift pass. Use best judgement in letting them in. Not all merchants supply staff with passes.
- Vehicles will require pass to enter (Big Book will have images of those passes in color) As a rule vehicles don't enter at gates, if you are to allow them, you'll know.

Other Tips

- Plan plenty of time for parking, entrance and walk time so you arrive at your gate on time
 - There will be traffic and crowds
 - If you bring a bag it will be subject to checking
 - Don't bring valuables as there is no secure storage at gates
- Plan 15-30 minutes past your scheduled end time in case someone is stuck in traffic and is running late
- Working alone and need a break? - contact Gate Captain
- Sunday Closers: Do not leave your gate unattended until released by a steering committee member
 - If you need to leave before notified, please contact Gate Captain

Other Tips

- Thursday entry is free all day
- Friday entry is free until 5pm
 - Anyone entering before 5 can get their hand stamped
- Questions or Problems?
 - Use Radio channel 5 or call/text Gate Manager's cell numbers:
 - Kristin Clark - 214-207-5887
 - Kenisha Gee - 901-283-5552
 - Julie Kleck - 817-899-6626
 - Rebekah Klueber - 419-508-8857
 - Joan Timmerman - 214-669-7074

Thank You!!

This all works and comes together
because of you.

Your community spirit and involvement is appreciated.

We can't do it without you.