

RESPONSIBILITIES OF MONSOON MADNESS VOLUNTEER COORDINATOR

7/16/2016

- 1) Survey Steering Committee chairs to find out what their volunteer needs will be for the sale and days/times they will need volunteers.
- 2) Develop sign-up forms for all areas of volunteer need (i.e. Logistics, Cashiers, etc.). Share lists of volunteers for each area with chairs at the June Steering Committee meeting.
- 3) In April, develop initial letter requesting volunteers for Monsoon Madness--send to Mary Barnes to send out a mass email to Master Gardeners on or around May 1st.
- 4) Schedule volunteers as they call/email with their preferences and by attending the new Master Gardener final meeting when they sign up for areas in which they would like to volunteer--usually in early May. Send them confirming email as to the days/times they will work within two weeks of their sign-up.
- 5) Attend monthly Steering Committee meetings and give input.
- 6) Recognize and solve any problems as they arise in the volunteer area.
- 7) Develop final volunteer instruction letter and send it to all volunteers working on sale day 1 to 2 weeks before the sale—may want to get input from other Steering Committee members.
- 8) Be present when volunteers arrive on the five days of volunteer work before, during and after the sale to sign them in and call volunteers who forget to come.
- 9) Assign a “clicker” to two people (one at each entrance) the day of the sale to tabulate the number of customers. Tabulate the total for the day, adding the two “clicker” amounts, and share total with Cashier chair by the day after the sale.
- 10) Tabulate how many volunteers participated (both MG’s and non-MG’s) for the total five days of the sale (no duplication) and the number of customers and share with Cashier chair by the day after the sale.
- 11) Keep a count of volunteer vests (both yellow and orange) and wash them after each sale. Put them back into their containers and be sure they get returned to the Conex box behind the Extension Office.
- 12) Send an email thank you to all the volunteers who worked on sale day. Other Steering Committee chairs will thank volunteers on their teams for Logistics, Intake and Plants, Pricing, Holding, Sharpening, Information Table, and Cashiers.

Supplies: 2 clickers (to count MM attendees), vests for all volunteers, blank nametags, forms for non-MG volunteers

Message for volunteers:

VOLUNTEERS:

Monsoon Madness is fast approaching and the excitement is building! We are very thankful that we have so many volunteers this year. Thank you all!

PLEASE READ THESE LAST MINUTE INSTRUCTIONS/INFORMATION:

- 1) Parking--Take an immediate left coming in the gate from Gail Gardner and park in the area north and west of the barn.
- 2) Bring hats, sunglasses, comfortable and sturdy shoes, name tags, Master Gardener clothing if you have it, rain gear (just in case) and gloves. Wear shorts or long pants--whatever you prefer. **It will most likely be quite hot so plan to stay hydrated.** If you want to bring a bottle of water, feel free. We will have water in Igloos with paper cups also. Wear lots of sunscreen! Keep your personal belongings in your car. It will also probably rain before the day is done if we go by past sale days!
- 3) **SIGN IN WITH ME WHEN YOU ARRIVE.** I will have an orange vest on if you don't know me. I will give you an official worker's yellow vest to wear so customers will know you are a volunteer. I will also direct you to where you will be working. Please return your vest to me when your shift is done.
- 4) First shift will be helping set up when they arrive at 6:00 am and second shift will be helping take down tables, etc. and clean up when the sale is finished--after 12:30 pm.
- 5) There will be morning snacks--breakfast breads, and coffee/juice, etc. for volunteers to eat/drink inside the Extension office. Feel free to help yourself. Brunch (sandwiches) will be available around 9:30 am. We will have a variety of sandwiches, including vegetarian. First shift volunteers are encouraged to stick around and grab some lunch after their shift. Second shift volunteers can come early and eat or wait until 1:00. If things are slow, just ask me and I will figure out when you can go eat.
- 6) Once the sale starts at 7:30, we want you to be helping customers. Ask them if they have questions or if they need a wheelbarrow/cart to carry their purchases and then get it for them. We would like the carts and wheelbarrows to stay with the volunteers and runners. They cannot be kept in the Holding area so if someone wants to put their purchases there, they need to be unloaded. **Remember, we cannot negotiate on price.** Prices may change throughout the morning but that decision is up to the Merchandise Chair. Never give customers the idea that things will be marked down to half price at some point. It is all up to the Merchandise Chair and she may decide that she is not going to do it this year. We have not marked things at half price for a number of years.
- 7) There will be Shopkeepers in charge of each plant area (perennials, yard art, etc.) If customers have questions, and you, or the Shopkeeper for the area, don't have an answer, **PLEASE REFER THEM TO THE MASTER GARDENER INFORMATION TABLE.** They can get lots of information there about when to plant, how to water, lowest temperatures the plant can handle, etc. Don't hesitate to mention that customers can go online to our website to answer many of their questions also.
- 8) Remember we allow **cash** only. If people do not bring enough money to purchase an item, we will hold their purchases in the Holding area while they go to an ATM or bank.

9) We encourage volunteers to make purchases but we have some rules for that. If you want to make a purchase, please do it when you are not working your shift. **BE SURE YOU DO NOT HAVE YOUR VEST OR NAME TAG ON WHEN YOU ARE SHOPPING.** You can also have someone else purchase items for you (spouse, friend, etc.). No purchases can be made by volunteers **BEFORE** the sale. Once you purchase something, you can store it in the basement of the Mackin Building, but please put your name on it so no one else takes it.

10) Try not to hang around in groups with other volunteers, especially when it is busy.

11) On Thursday, remember to bring your garden tools (loppers, pruners, etc.) or knives that need sharpening (nothing serrated though)! We will have a great team of volunteers doing the work.

12) If customers ask what we do with the money we make, here is the answer: Proceeds from our Monsoon Madness sale are used for public outreach, which means reaching out to the community to provide free science-based horticulture information. Some examples of how the funds are used: printing costs, equipment costs such as the supplies we use at Farmers Markets (canopies, books, banners, tables, display stands), projectors for presentations, guest speakers at garden conferences, etc.

If, for any reason, you find that you cannot work your shift the day of the sale, please call me on my cell (928-583-4139). Before the sale, you can reach me at my home phone--928-771-9856. Once again, thank you for volunteering and let's have a fun time!!

Missy Sandeen
Volunteer Coordinator
Monsoon Madness

Sample Thank You message:

Dear Volunteers,

On behalf of the 2016 Monsoon Madness Committee, I would like to thank all of you who volunteered for the Monsoon Madness sale!

What a successful year we had! Here are some important numbers to consider:

- 1) 87 volunteers took part, six of whom were family members (not *MGs*).
- 2) We grossed approximately \$10,480.00. We netted about \$8066.00 after expenses. This was our biggest gross and net in nine years of having the sale.
- 3) Knife/tool sharpening helped 32 customers (13 of whom were Master Gardeners) and made 460.00.
- 4) 550 customers came to the sale, almost 300 people less than last year.

We want to thank all of you who grew, transplanted and brought in plants and yard sale items; those who helped set up and take down the sale; those who received and ID'd plants and priced items; those who were on the Monsoon Madness committee and helped organize the sale; those who worked in the knife and tool sharpening area; those who were cashiers, floaters, runners and who those who worked in the Holding area; those who were "shopkeepers"; those who helped sell milk weed plants and the educated customers; those who were in charge of refreshments and lunch; those who worked in the information booth; those who developed signs and publicized the event; and of course, those who helped customers with their purchases. I hope I am not forgetting anything but if so, please forgive me.

As you can see, it takes a lot of people to make this sale happen and be successful. There is much preparation involved in growing and transplanting plants, in the committee work to put the sale together and solve the many challenges that arise, and finally in the preparation and clean-up and the actual sale day itself. We are thankful for all the new Master Gardeners and their willingness to get their hands dirty right off the bat and for the longer-term Master Gardeners who keep coming back to help us.

You all have much to be proud of! Thanks for making Monsoon Madness 2015 a terrific event! **If you have ideas to make the sale even more successful please email me (mmsandeen52@gmail.com).** We appreciate your feedback so that we can keep improving what we do.

Missy Sandeen
Volunteer Coordinator, Monsoon Madness