

German American Social Club (GASC) Bar Duty Guide – Oktoberfest

Many of our new volunteers have numerous questions, so I developed this guide. Most of you will do fine without it and if you need help during the fest, look for a **Yellow Shirt** (GASC Bar Committee Member). If you have limited time, you should at least read the first three sections and then skip to the end and read the most important section. And for those of you with too much time on your hands, Prost and read on!

Bar Duty Alerts/Bar Duty Schedule/Bar Map:

Go to www.gasc-capecoral.com ➔ Oktoberfest ➔ Volunteer ➔ [Bar Volunteer Info and Registration](#), to see the Bar Duty Alerts, Online Bar Duty Schedule, Printable Bar Duty Schedules Weekends #1 & weekend #2, and the Bar Map.

Parking/Parking Passes/Wristbands:

- You will get color coded parking passes to park in the Volunteer Parking Lot each day.
- You will also get color coded wristbands to enter each day by car or by foot. The wristbands also allow you complimentary beer/wine/soft drinks the entire day. (No free schnaps, mixed drinks, multiple cups of beer/wine/soda at a time, pitchers of beer/soda, or bottles of wine.)
- If you have not already gotten your parking passes/wristbands, the gatehouse to the Volunteer Parking Lot will have a list of Bar Duty volunteers and will let you enter to park for your first shift of the fest. You can then get your parking passes and wristbands during check-in. If you only registered within a few weeks before the fest start, the check-in people will have your name on a separate list and will have to make your parking pass/wristband package on the spot. Make sure you tell the check-in person if you don't get the right amount or color of parking passes and wristbands in the envelope. (Note: Printed on the envelope is the word "Bar" with a number below it - that is the total number of your shifts over the fest and not the bar number you are working.)
- The entrance to the Volunteer Parking Lot is at the west end of the Club near Bubba's. If traffic is backed up in the right lane heading west on Pine Island Rd., it may be better to be in the left lane until after you pass the general parking lot entrance. On Friday and Saturday nights even the left lane gets backed up and it is much quicker to take a back route and come from the west on Pine Island Rd, even if it means you have to go out of your way and double back. (See the Volunteer Parking Lot location on the online Bar Map.)

Daily Arrival/Check-In/Volunteer Tickets:

- Arrive at least 45 minutes early for Fri 8-12mid and Sat 4-8pm & 8-12mid shifts, 30 minutes early for other shift times. This will give you enough time to park, check-in, receive your volunteer tickets, and get to your bar location. If you plan to eat before your shift, allow much more time, especially on on a Fri or Sat night when food lines can be very long.
- You must check-in every day to get your volunteer tickets. (See the Check-In location on the online Bar Map.) You get \$11 in tickets for 1 shift, or \$22 in tickets if you work 2 or 3 shifts in a day. (We don't allow multiple shifts in a day unless we are short handed.)

Checking-in also gets you credit hours towards the annual Workers Appreciation Party (band, open bar, hot buffet meal, invite includes a guest; requires working 24 hours a year, including Oktoberfest work time). **** If you are running late, please do not check-in and instead go directly to your shift location and I will check you in later. (Late incoming volunteers are a headache to our outgoing volunteers who stay on the job or, if they can't stay, a major irritation to our patrons when the long line they have been waiting on suddenly stops serving.) ****

- When you check-in, the Bar Duty Schedule and Bar Map should be posted on an easel next to the check-in area. Please check the schedule on the easel for your latest bar location since it may have changed. (In the rare case of having to change your shift time, we would have notified you previously.)
- The fest runs rain or shine. However, only the Tent-Inside Bars will be open while it is raining. We will send an email if we have to close some bars because of rain, and you can also go to www.gasc-capecoral.com ➡ Oktoberfest ➡ Volunteer ➡ [Bar Volunteer Info and Registration](#) and check the Alert section at the top of the bar page.

Bars:

The Bar Map can be found by going to www.gasc-capecoral.com ➡ Oktoberfest ➡ Volunteer ➡ [Bar Volunteer Info and Registration](#).

- Tent Bars - Make sure you pay attention that the Bar Duty schedule designates Inside and Outside bars. The Tent Inside bars can see the tent bands but these locations can be loud. The volunteers at the Schnaps/Mixed Drink bar will also prepare basic mixed drinks, e.g. gin and tonic. Refer patrons who want more complicated mixed drinks to the Cash Bar.
- Front Garden Bar - You can see the garden band but this location can also be loud. One of the volunteers at the Mixed Drinks station will prepare basic mixed drinks, e.g. gin and tonic. Refer patrons who want more complicated mixed drinks to the Cash Bar inside.
- Back Garden Bar and Fence Bar - These bars are quieter than the other bars.
- Cash Bar - This bar has additional wines, beers, and liquors. NEW: Tickets are now accepted as well as cash.

Dress:

- Political clothing, buttons, etc. are not permitted by the Club's bylaws.
- Save your dancing shoes for later. You will be on your feet the whole time, may get drinks spilled on your shoes, and the ground can be slippery, so wear sneakers or other comfortable shoes that have traction.
- German attire is great, but t-shirts and shorts/jeans are fine. The late shifts get very cold some years, and schnaps only helps so much, so consider bringing a sweatshirt or jacket.

Check ID for Alcohol Purchases:

- The legal age to drink alcohol is 21, but check IDs for anyone who looks under 30. (There may be inspectors at the fest and the Club cannot afford to lose its license.)
- There should be a changeable date sign in each bar area that shows the date of birth for a patron who would be age 21 on that day.
- Ask the patron to remove the ID from any wallet holder since an ID in a plastic pocket could be doctored. In addition, it is not a good idea to handle someone's wallet.
- A wristband, or returning with a empty pitcher or stein, does not mean a volunteer or patron is over age 21.

Pricing/Tickets:

- Purchases can only be made using WHITE or volunteer XXXXXX colored GASC logo tickets. Do not accept coupons, cards, or tickets saying "free drink." (Some patrons attempt to use phony free drink coupons.) Don't accept cash or put cash in the ticket box since the tickets are often counted by weight and then burned, so the cash will be wasted.
- Volunteers with the applicable color wristband for that day are entitled to one complimentary beer/wine/soft drink at a time - no schnaps or mixed drinks, no multiple cups, no pitchers of beer/soda, no bottles of wine. (In addition to buying food, volunteers can use their volunteer tickets to buy pitchers of beer, bottles of wine, schnaps, and Landjaeger. You cannot use volunteer tickets to buy crafts and clothing from the German Club tables but can use them at non-GASC vendor tables - it may be hard to tell if it is a German Club vendor, so you may have to ask at the table if you can use the volunteer tickets.)
- Locate the ticket booth closest to your bar so you can refer patrons to it.
- Prices are marked at various locations at the bars. Pay particular attention that premium beer and wine prices are different than domestic prices.
- Pitchers hold about four 16 oz cups. The first filled pitcher purchase includes a discounted \$1 cost for the pitcher so refills are \$1 cheaper. Patrons are allowed to keep pitchers and can also purchase them empty for \$2.
- Steins hold two 16 oz cups. The first filled stein purchase includes a \$2 cost for the stein, so refills are \$2 cheaper. (I find it easy to remember the cost of a filled stein as being the cost of two cups of the type of beer, plus \$2 for the stein if the first purchase.) Patrons are allowed to keep the steins and they can also purchase them empty for \$2.
- Patrons with designated driver wristbands are entitled to free non-alcoholic beer which the distributor provides free of charge only for those patrons. (Designated drivers are not entitled to free soft drinks and, of course, no beer or wine!).
- **Bar volunteers are not to solicit tips.** This means don't have cash in cups, pitchers, cleavage, pumpkins, etc. and don't leave cash on the bar implying you take tips - there are lots of other German Club volunteers in the kitchen, security, maintenance, etc. who work many hours and it would be unfair to only have bar volunteers receive tips, and we don't want our patrons to feel obligated to tip. You should politely tell any patron attempting to leave a tip that you are a volunteer and tipping is unnecessary. (Non- German Club food vendors can set their own policies and may allow their employees to receive tips.)

Serving:

- You have to be 21 to serve alcohol. If you have been assigned mistakenly to serve alcohol, please notify a Yellow Shirt.
- Politely tell patrons who are intoxicated that you are not allowed to serve them alcoholic drinks.
- You are permitted to drink while you work, as long as you don't get intoxicated.
- Try to fill beer at least to the following heights with the head/foam being above: Pitchers - fill to ridge about 1" down from the top; Steins - fill to about $\frac{3}{4}$ " down from the top, Clear Cups - fill to 1st ridge about a $\frac{1}{2}$ inch" down from top. (Note: Only clear beer cups should be used for serving. The frosted beer cups are smaller and should be given to patrons who order pitchers.)
- When you pour beer, tip the container sideways, snap the tap open, keep it fully open, then snap it closed - holding low on the tap, rather than at the top, can help snapping it on and off quickly. (Opening and closing the tap slowly, having it partially open, or cycling it on and off, can create lots of foam.)
- You can give small samples if the patron is unsure about how the beer tastes, especially if they are buying a stein or pitcher. However, samples can hold up the line, so you should consider serving the next customer while the patron decides. And use your discretion about offering samples if lines are long.
- The Health Department does not allow us to keep pitchers, steins, or cups in ice. They also prohibit pitchers, steins, cups, or any other items to be kept in any sink that is marked as "Hand Washing".
- Patrons are allowed to take home a pitcher/stein they purchased empty or filled with beer/soda. However, if they don't want to take the pitcher/stein home and they return it to the bar, please drain the container and throw it in an empty box since we later wash, sanitize, and reuse them. (Pitchers/steins can be rinsed for refills to the same patron. However, please do not rinse returned pitchers/steins and reuse them for new patrons since they will not be properly sanitized.)
- If you run out of beer, pitchers, steins, and beer cups, look for a Yellow Shirt or Beer Distributor worker.
- If you run out of soft drinks, wine, schnaps, or margaritas and their cups, look for a Yellow Shirt.
- If a merchant asks for a bag of ice, tell them to find a Yellow Shirt.
- There are no scheduled breaks but you can take short bathroom breaks, as necessary.
- The Health Department does not allow food consumption where food or beverages are served. Therefore, you cannot eat behind the bar so plan to eat before or after your shift. If you have a medical situation where you need to eat something, let a Yellow Shirt know and he or she will take over serving for you.
- Please don't smoke/vape behind the bars or close to patrons or your co-volunteers and you can't smoke/vape in the tent.
- If at the end of your shift you want to work another one, let a Yellow Shirt know and we will check if we have any cancellations and will get you a second set of volunteer tickets. Or if you enjoyed working and want to come back another day, go to the [Bar Volunteer Info and Registration](#) Page and see if any shifts are open.

Emergency/First Aid/Police/Security/General Assistance:

- For an emergency, call 911 which will be patched into the on-site EMT/police, or notify an on-site police officer if he or she is nearby. (Do not seek out Club Security.)
- There is a First Aid station between the main Club building and the tent.
- Problems are very rare, but do not confront any rowdy or intoxicated patrons that are causing problems; instead notify the on-site Police, a Yellow Shirt, Security, or call 911 if it looks warranted.
- Club Security is generally for minor issues only, such as a patron smoking/vaping under the tent, to report an unsafe condition, or help a patron who may need golf cart transportation.
- For General Assistance you can try Club Security or the Check-In location, if still open.

Fun:

- Be liberal with your exclamations of Prost! (Cheers!)
- Practice German drinking songs, such as:
 Ein Prosit, Ein Prosit, der Gemütlichkeit
 Ein Prosit, Ein Prosit, der Gemütlichkeit
 Eins, zwei, drei g'suffa! (with Beer Stein held high)Z
 Zicke, zacke, zicke, zacke, hoi, hoi, hoi,
 Zicke, zacke, zicke, zacke, hoi, hoi, hoi,
 Prost!
- What to do if a Bar Volunteer gets Schunkeled? For non-German speaking volunteers, you might think this is asking what to do if a Bar Volunteer gets snockered. After seeing how much fun our volunteers have enjoying the free beer benefit, that would be a pretty good guess. Or maybe you think this is asking what to do if a Bar Volunteer gets lucky. But once you get an actual look at our Bar Volunteers, you'll realize that is a pretty bad guess. Just kidding, I find that the Bar Volunteers are the best looking people at the fest -- then again, I also partake in the free beer benefit! No, the real answer of what to do if a Bar Volunteer gets Schunkeled is: JOIN IN! So how do you Schunkel? Schunkeling is best done sitting at a table with beer stein in hand and being at least half in the bag. When the band begins playing a waltz, lock arms with your tablemates and sway in time with the music. Sometimes the type of song does not matter, and with rowdy tablemates you can even get Schunkeled when the band is on break! And be careful, people have been known to get injured during a hearty Schunkel!
- Most of all, make sure you have fun and strive to achieve Gemütlichkeit! (Gemütlichkeit is difficult to translate but it most closely describes a state of warmth, friendliness, and good cheer. The term is most commonly associated with the tenor of a German bier garden, that, and also when the Jägermeister kicks in!)

If you have any questions, or suggested items to add to the above, please email bar@gasc-capecoral.com so we can improve the guidance for future volunteers.

Prost and thanks for volunteering!

GASC- Cape Coral Bar Committee