

# 9th Annual UpScale ReSale

## Volunteer Manual

**March 14th-15th, 2024**

**Welcome to UpScale ReSale!**

Thank you all so much for volunteering your time and energy to the **9<sup>th</sup> Annual UpScale ReSale Design Challenge!**

We are so grateful to all our wonderful volunteers for helping to make this event a success! The UpScale ReSale is a fun way to get the Wilmington community together in support of Cape Fear Habitat for Humanity and the Habitat ReStores. None of this would be possible without your dedication and hard work! We appreciate all that you are doing!

Many thanks,

**Cape Fear Habitat UpScale ReSale Team**

## What is UpScale ReSale?

The UpScale ReSale Design Challenge is Wilmington's most creative interior design competition! 16 local interior designers use items sourced from the local Habitat ReStores to repurpose, recycle, and upcycle into beautiful 10'x10' vignettes. All designs are put on display over the 2-day event, and all items are for sale to benefit Cape Fear Habitat for Humanity.

## Event Information

- **VIP Preview Party:** Friday, March 14<sup>th</sup> from 6:00 p.m. to 9:00 p.m.
  - Catered hors d'oeuvres & beverages, business casual attire, People's Choice Award for best designer, etc.
- **UpScale ReSale (open to the public):** Saturday, March 15<sup>th</sup> from 9:00 a.m. to 2:00 p.m.
  - DIY demos presented by Flea Body's Antique Mall

## Location

The event will be held at **Hotel Ballast in the Grand Ballroom**

- 301 N Water Street, Wilmington, NC

*As a volunteer, you will receive your schedule to arrive based on your volunteer shift & position.*

## General Volunteer Information

- Please sign in with Olivia at Hotel Ballast so she can direct you to your designated area
- Parking is limited, but there are spaces on the street and in the parking deck across the street.
- If your shift permits, please feel free to look around at all the designers' great work!
- **Friday night's VIP PREVIEW PARTY is business casual attire – please dress accordingly**  
Closed-toe shoes, slacks, dress shirts, etc.
- **Saturday's event is casual attire – if you have a Habitat shirt, we encourage you to wear it!**
- Please note that volunteers are not permitted to drink alcohol before or during a volunteer shift.

## Volunteer Roles

### **Wall Assembly/Painting: March 4-7 (10am-3pm), March 12 (9am-12pm)**

- Painting walls (March 4-7)
- Assemble walls at Hotel Ballast (Heavy Lifting) (Wednesday, March 12)

### **Set-Up Assistants/Unloaders: Mar 12 (1-5pm) & Mar 13 (8:30am-12pm) (1-4:30 pm)**

- Unload & build walls—**heavy lifting may be required** (Wednesday)
- Unload Designer Items & Help Set-Up (Thursday)
- Assist with Designer Set-Up as needed (Thursday)

### **Check-Out/Cashier Assistants: Mar 14 (5:00pm-9pm) & Mar 15 (8:15am-2pm)**

- There will be 8 total check-out stations (1 per every 2 booths)
- Assist customers in their purchases
- Assist ReStore cashiers as needed
- Place a "Sold" tag on all sold items — Make sure sold tag is visible

- Assist with needs during the event (serve as floater if needed)

## **Registration & Ticket Sales: Mar 14 (5:00pm-8:30pm) & Mar 15 (8:15am-12:30pm)**

Two Roles:

### **1) Ticket Sales Assistant (more technologically involved)**

- Sell tickets to those who need them
- Tickets can be purchased with cash or debit/credit card
- **Cash:** There will be a cashbox on the table with change available if you need it
- **Credit Card:** Use card reader

### **2) Ticket List Registration**

- Check-in those with tickets

### **For people who bought tickets in ADVANCE:**

- Look up their name on the registration list, check it off the list
- If they have a confirmation email available, please still check off name on the list

### **For people who are BUYING tickets there:**

- \$55 each at the door for tickets on Friday's VIP night
- \$5 each to the general public on Saturday (kids under 12 are free)

## **Food Server: Mar 14 (5pm-9pm)**

- Replenishing/portioning food on the buffet
  - Make sure to only do **one** scoop/serving per patron
- Throwing away empty cups/plates
- Assist catering company with clean-up
- Try to wear black pants, a white shirt, and closed-toe shoes

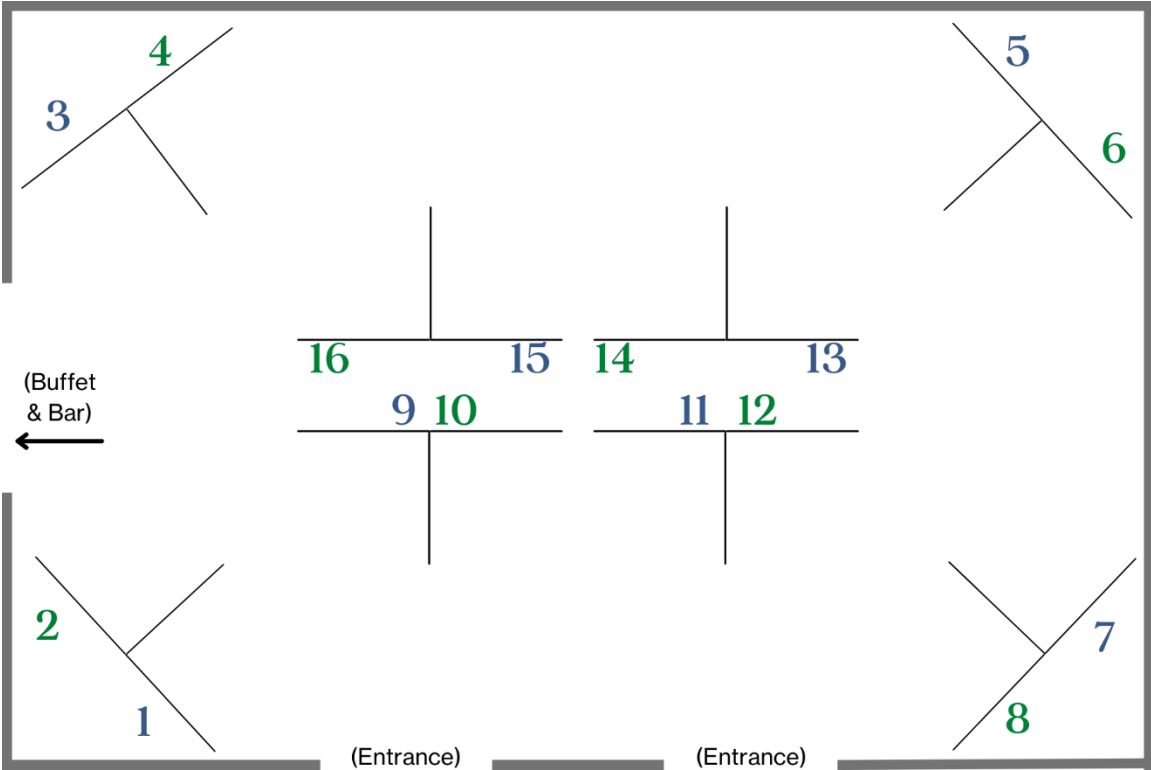
## **Breakdown Cleaners/Lifters: Mar 15 (1:30pm-3:30pm & 3:30pm-5:30pm)**

- **Break-down Vignettes (1:30pm-3:00pm)**
  - Assist customers in loading purchased items into their cars
  - Separate Pickup & Delivery items
  - Help to pack unsold items to be sent to ReStore
  - Load unsold items left over on the trucks
- **Lifters (3:30pm-5:30pm)**
  - Breakdown walls
  - Load walls onto trucks
  - **Heavy Lifting required.**

## **Parking/Gate Attendant Mar 15 (12:30pm-5:00pm)**

- Help find available parking and use provided key card to scan customers in to pick up purchased items

# Map of Designer Booths



## Contact Information

Olivia Baker: (910) 762-4744, Ext. 123 or [RestoreVC@capefearhabitat.org](mailto:RestoreVC@capefearhabitat.org)

Ayla Durgin-Kamen: (910) 762-4744, Ext. 126-- or [Ayla@CapeFearHabitat.org](mailto:Ayla@CapeFearHabitat.org)