

VOLUNTEER MANUAL



Thank you all so much for volunteering your time and energy to the **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 Habitat ReStores. None of this would be possible without your dedication and hard work! We appreciate all that you are doing!

Many thanks,

UpScale ReSale Team

Cape Fear Habitat for Humanity

What is UpScale ReSale?

The UpScale ReSale Design Challenge is Wilmington's most creative interior design competition! 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, 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, 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

Volunteers receive their schedule based on their selected shift & position.

General Volunteer Information

- Please sign in with Volunteer Coordinator at Hotel Ballast so she can direct you to your designated area
- Parking: On street parking and parking deck across the street. Parking fees may apply.
- 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:** (Days prior to event)
 - Painting walls for booths
 - Assemble walls at Hotel Ballast (Heavy Lifting) (Wednesday)
- **Set-Up Assistants/Unloaders:** (Days prior to event)
 - Help designers set up booths (Wednesday)
 - Unload Designer Items & Help Set-Up PopUp ReStore (Thursday)
 - Assist with Designer Set-Up as needed (Thursday)
- **Check-Out/Cashier Assistants: Friday and Saturday**
 - 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: Friday and Saturday**
 - Two positions available:
 - 1) Ticket Sales Assistant** (Sales at door- computer based)
 - Sell tickets to those who need them
 - Tickets can be purchased with cash or debit/credit card
 - Friday night: \$65 each
 - Saturday morning: \$5 each (kids under 12 are free)
 - **Cash:** There will be a cashbox on the table with change
 - **Credit Card:** Use card reader
 - 2) Ticket List Registration** (Advanced purchases)
 - Check-in with tickets
 - Look up their name on the registration list, check it off the list. Registration confirmation email not required.
- **Food Server:** Friday
 - 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:** Saturday. Heavy lifting required.

- **Break-down Vignettes**

- Assist customers in loading purchased items into their cars
- Separate Pickup & Delivery items
- Help pack unsold items to be sent to ReStore
- Load unsold items left over on the trucks

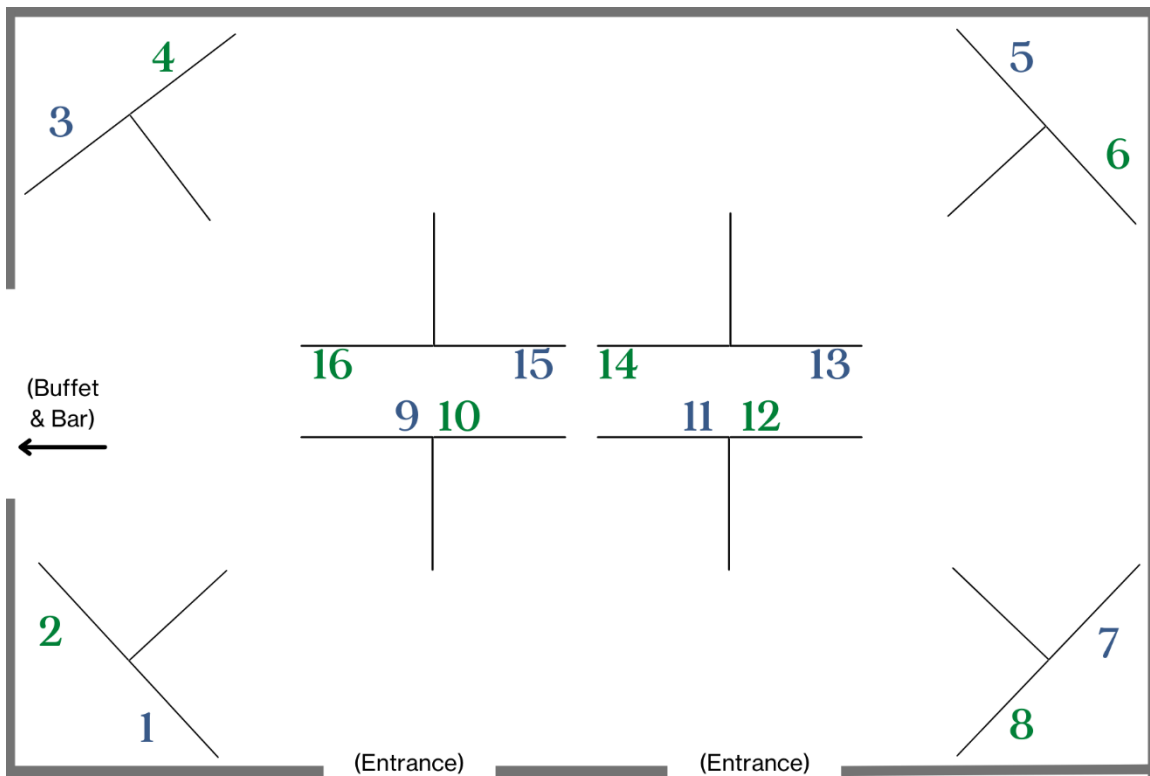
- **Lifters**

- Breakdown walls
- Load walls onto trucks

➤ **Parking/Gate Attendant:** Saturday

- Set up at Ballast parking lot entrance. Use key card to provide entry to Habitat staff and customers picking up purchases.

Map of Designer Booths



Contact Information

Volunteer Coordinator: (910) 762-4744, Ext. 123 or RestoreVC@CapeFearHabitat.org

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

