

8th Annual UpScale ReSale

Volunteer Manual

March 15th-16th, 2024

Welcome to UpScale ReSale!

Thank you all so much for volunteering your time and energy to the **8th Annual UpScale ReSale Design Challenge!**

We are so grateful to all of 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 15th 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 16th 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

Set-Up Assistants/Unloaders: Mar 13 (8am-12pm) 12 shifts & Mar 14 (9am-12pm) 5 shifts

- 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 15 (5:00pm-9pm) 20 shifts & Mar 16 (8:15am-2pm) 20 shifts

- 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 15 (5:00pm-8:30pm) & Mar 16 (8:15am-12:30pm)

Two Roles:

1) Ticket Sales Assistant (more technologically involved) 2 shifts

- 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, 2 shifts

- 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 15 (5pm-9pm) 15 shifts

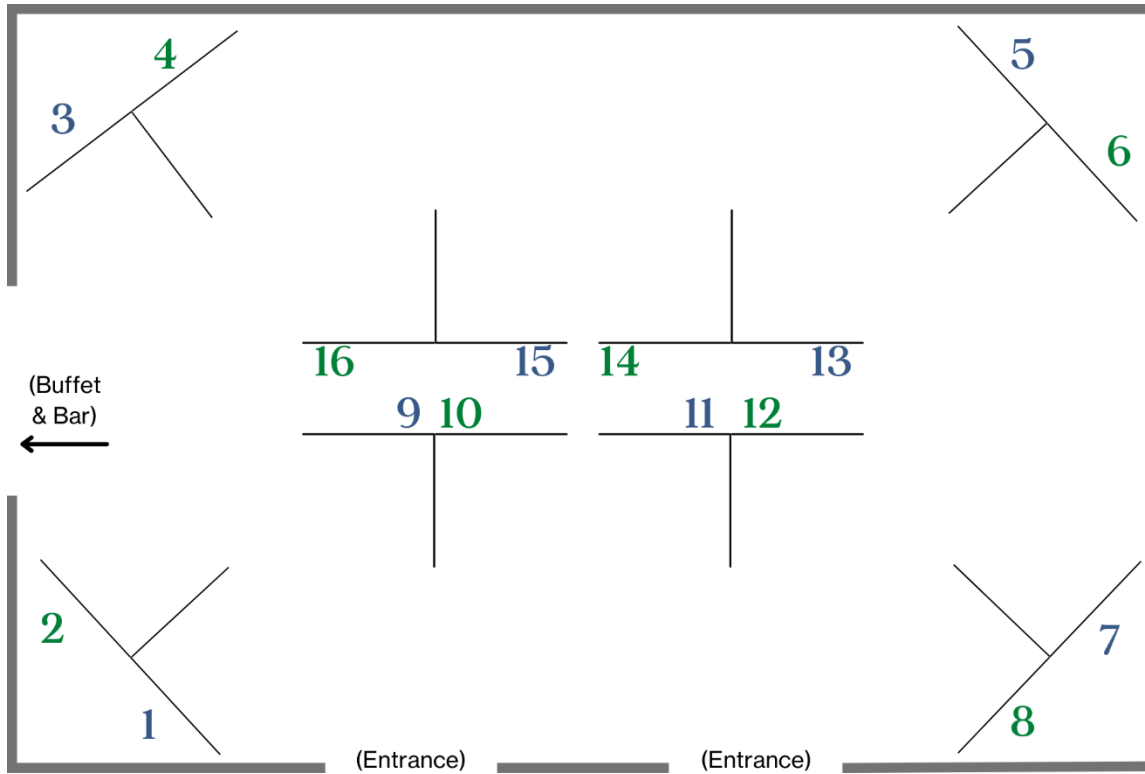
- Replenishing/portioning food on the buffet
 - Make sure to only do **one** scoop/serving per patron
- Throwing away empty cups/plates
- Assist catering company with clean-up
- Try to wear black pants, a white shirt, and closed-toe shoes

Breakdown Cleaners/Lifters: Mar 16 (1:30pm-3:00pm & 3:30pm-5:30pm)

- **Break-down Vignettes (1:30pm-3:00pm) 8 shifts**
 - 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) 8 shifts**
 - Breakdown walls

- Load walls onto trucks
- **Heavy Lifting required.**

Map of Designer Booths



Contact Information

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

Jackie Bates: (910) 762-4744, Ext. 126-- or Jackie.Bates@capefearhabitat.org