



The Family Venue Event Spot

Volunteer Handbook

Shiloh City of Peace Foundation d/b/a

KY CFG LIC #ORG00002917 | 05/22/2025
The Event Spot
290 Briggs Lane Vine Grove, KY 40175
shilohcityofpeace@outlook.com
shilohcityofpeace.charity



Welcome Letter

Dear Volunteer,

Welcome to **The Family Venue Event Spot**, where entertainment meets purpose! We're thrilled to have you on board as a vital part of our charitable gaming events. Your contribution supports local organizations and creates memorable experiences for our guests. This handbook provides the tools, expectations, and values that will help you succeed and feel connected in your role.

With gratitude,

Volunteer Management Team
The Family Venue Event Spot

Our Mission

To bring communities together through exciting, ethical, and engaging charitable gaming events that generate funds for local causes while offering unforgettable social experiences.

Our Vision

To be a leading hub where entertainment meets purpose—empowering charities, enriching communities, and creating lasting connections through innovative gaming events.

Core Values

- **Community First:** We uplift local nonprofits and the communities they serve.
- **Integrity:** We operate with fairness and transparency.
- **Inclusion:** We welcome and celebrate everyone.
- **Entertainment with Purpose:** Every event blends fun with philanthropy.

Inspiration Through Action: We motivate people to get involved and give back.

Volunteer Roles & Descriptions

You may serve in one or more of the following positions:

☐ Admissions Ticket Sales Representative (In-House & Special Events)

Purpose: Monitor and manage guest entry for special events to ensure a safe and organized experience.

Key Duties:

- Verify tickets or registration upon entry
 - Check bags and enforce security protocols
 - Manage lines and ensure orderly entry
 - Reporting on any suspicious behavior or incidents
- Skills Needed:** Strong communication, alertness, calm under pressure
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☐ Bartender

Purpose: Provide excellent beverage service at gaming events where alcohol is served.

Key Duties:

- Mix and serve drinks in accordance with event and legal guidelines
 - Check IDs and maintain responsible service practices
 - Restock bar supplies and maintain a clean bar area
- Skills Needed:** TIPS certification (if required), customer service, multitasking
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☐ Concessions: Snack Bar (Food Handlers certification required)

Purpose: Offer light food and beverage items to event attendees.

Key Duties:

- Prepare and sell snacks, beverages, and simple food items
 - Handle cash and electronic transactions
 - Maintain cleanliness and food safety standards
- Skills Needed:** Food handling experience, friendly demeanor, attention to cleanliness

☐ Clean-Up Crew

Purpose: Ensure the venue is clean and welcoming before, during, and after the event.
Key Duties:

- Empty trash, sanitize surfaces, and tidy common areas
 - Sweep/mop floors as needed
 - Assist with post-event teardown and cleanup
- Skills Needed:** Physical stamina, reliability, teamwork
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☐ Floor Attendant

Purpose: Be a visible, helpful presence on the gaming floor.
Key Duties:

- Provide guidance to players and answer questions
 - Monitor the floor for cleanliness and safety
 - Support staff and relay any concerns or needs
- Skills Needed:** People skills, attentiveness, quick thinking
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☐ Greeter / Customer Support

Purpose: Create a welcoming atmosphere and assist guests with event orientation.
Key Duties:

- Greeting guests as they arrive
 - Provide directions, event info, and answer frequently asked questions (FAQs)
 - Direct guests to appropriate stations or staff
- Skills Needed:** Friendly personality, verbal communication, patience

☐ Raffles / Pull-Tab Sales

Purpose: Facilitate legal and engaging fundraising games of chance.

Key Duties:

- Sell raffle tickets or pull-tabs in accordance with state regulations
 - Educating guests on how to play
 - Record transactions and assist with prize redemption
- Skills Needed:** Math skills, integrity, attention to process and compliance
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☐ Security / Floor Monitor

Purpose: Promote a safe and respectful environment throughout the venue.

Key Duties

- Patrol gaming areas and maintain awareness of attendee behavior
 - Enforce event rules and intervene when necessary
 - Work with staff to address disputes or emergencies
- Skills Needed:** Calm demeanor, conflict resolution, firm but friendly
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☐ Set-Up Crew (Special Events, etc.)

Purpose: Help prepare the venue and supplies prior to the start of an event.

Key Duties:

- Arrange tables, chairs, signage, and equipment
 - Unpack and organize materials and supplies
 - Coordinating with the event leads to ensure proper layout
- Skills Needed:** Physical ability, time management, teamwork
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☐ Runner (Assists with Supplies & Small Errands)

Purpose: Support staff and volunteers by delivering supplies and handling quick tasks.

Key Duties

- Refill snack bar, pull-tabs, or raffle inventory
 - Deliver paperwork or messages between staff
 - Run small errands during the event as needed
- Skills Needed:** Reliability, quick mobility, multitasking

☐ **Other:** _____

Purpose: Additional or custom duties based on event's needs.

Key Duties:

- To be defined by event organizer
- Skills Needed:** Adaptability, willingness to help

Volunteer Expectations

- **Show up on time** for your scheduled shifts.
- **Wear your volunteer badge and attire** (if applicable).
- **Be respectful and professional** with all guests, staff, and fellow volunteers.
- **Report issues** (safety, misconduct, equipment failure) to event supervisors immediately.
- **Stay informed** on rules and regulations, especially for gaming-related tasks.

Volunteer Benefits

- Gain event and hospitality experience.
- Connect with passionate community leaders.
- Enjoy volunteer appreciation perks.
- Earn service hours or reference letters upon request.
- Be part of something that directly benefits your community.

Code of Conduct



As a volunteer, you agree to:

- Promote an **inclusive and welcoming** atmosphere.
 - Abstain from using substances while volunteering.
 - Follow **charitable gaming regulations** at all times.
 - Maintain confidentiality with donor or guest information.
 - Represent **The Family Venue Event Spot** with integrity.
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Safety & Emergency Procedures

- First aid kits are available at designated safety stations.
 - In case of emergency, follow instructions from staff and direct guests calmly.
 - Security personnel are on-site during all major events.
 - Volunteers should not intervene physically in altercations—notify security or a supervisor.
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Communication & Check-In

- Check in at the **Volunteer Station** 15 minutes before your shift.
 - Use the **Volunteer Message Board** for daily updates, assignments, or changes.
 - Supervisors will provide a quick huddle before each event for any last-minute updates.
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Join Our Growing Community

At The Family Venue Event Spot, you're not just volunteering, you're becoming part of a larger mission to bring joy and purpose to our neighborhoods. We value your time, heart, and talents. Together with **Shiloh City of Peace Foundation**, we can spark real change while creating unforgettable moments.



Contact Information

Volunteer Coordinator:

Angela M. Spence,

☎ Phone: (617) 564-5690

✉ Email: thefamilyvenue@outlook.com

Event Location:

The Family Venue Event Spot

290 Briggs Lane

Vince Grove, KY 40175

Website:

<https://shilohcityofpeace.charity/fundraising>

Thank you for your commitment, passion, and time.
Let's create meaningful experiences—together.