

Community Crisis Center
2019 Spring Gala and Benefit Auction
Volunteer Packet



About the Community Crisis Center

The Community Crisis Center, located in Elgin, Illinois, was founded by a group of dedicated volunteers to meet the needs of individuals and families in crisis.

Employees provide comprehensive services to individuals and families in crisis due to domestic violence, sexual assault, or economic/ financial difficulties. Our mission is to provide Safety, Hope, Advocacy, Respite and Education for those impacted by crisis and violence in Illinois.

Event Information

The annual Spring Gala and Benefit Auction is our single largest fundraiser of the year. A significant portion of our funding comes from private donations and fundraising; the Spring Gala is an important piece of that fundraising. Funds raised at the Spring Gala help provide services at the Crisis Center 24 hours a day, 7 days a week. A typical day at the Crisis Center sees: 28 women and children living in shelter, 65 contacts with walk-in clients for a variety of counseling and crisis needs, and 95 emergency food pantry meals.

The Spring Gala is an opportunity for 300 guests to support the Crisis Center while enjoying a lovely evening. Our dedicated volunteers are the key to making the Auction a fun and enjoyable event for our guests.

Date: Saturday, March 9th, 2019

Place: Q Center Fox Valley Ballroom, 1405 5th Ave (Rt. 25), St. Charles, IL

Time: Start times vary according to job and are listed within this packet. We ask that you arrive on time to ensure adequate time for check-in and last minute instructions. If for some reason you are unable to attend the event, please contact Melissa Owens at 630-514-9841, or at mowens@crisiscenter.org as soon as possible and leave a message. We count on your support to make this evening a success.

Dress Code: The Spring Gala is a formal event for our guests. In order to maintain a proper atmosphere and for our guests to identify you, we ask that our volunteers adhere to a dress code of a nice white shirt or sweater and dark slacks or skirt. **Please, no jeans, khakis or t-shirts allowed.**

Comfortable shoes are a must for everyone!

Spring Gala—Volunteer Information

Food and Beverage

A box lunch and water bottle will be provided to all volunteers working from 5:00pm to 9:00 or 10:00pm. Complimentary coffee will be available in the check-out area after 9:00pm. **IMPORTANT: passed appetizers, dessert tables and beverage bars within the event space are for guests only.** Each volunteer receiving dinner will be issued a meal ticket and will have a break time scheduled.

We regret that we cannot accommodate dietary restrictions. Please feel free to bring any necessary snacks or beverages for your comfort during your volunteer time (i.e. granola bars, bottled soft-drinks, etc.) Snacks may be stored in the Volunteer Room. Volunteers are asked to not consume alcohol during the event.

Parking

Arrive at the Q Center, let the guard know you are volunteering for the CCC Auction in the Fox River Ballroom. Daytime volunteers may park in the Conference Center parking lot in front of the Ballroom. **IMPORTANT: Evening volunteers must park in the Woodlands Area Parking.** Directions to both the Conference Center parking lot and the Woodlands Area parking lot can be given by the Q Center guard, or view a Q Center parking lot map at goo.gl/n5MeC4.

Volunteer Bid Numbers

Volunteers 18 or older may bid on auction items as long as it does not interfere with your job. **IMPORTANT: CCC guests will always take priority in the event of a contested bid. Volunteers must not engage in a bidding war with our guests or bid as the section is being closed.** You will receive a bidder number and an auction booklet in the volunteer room the night of the event.

Trouble-Shooting

If an issue or problem should arise in your area, please report it to your volunteer lead. If they are unable to assist you, please take the issue to the volunteer room for assistance, or call Melissa Owens at 630-514-9841.

Volunteer Room

Room EL 203 will be designated for volunteers as a place to check-in and breaks. When you check in, you will receive your volunteer badge and other supplies. **PLEASE NOTE:** the volunteer room will not be fully secure; while you are free to leave your coats and bags in the room, we suggest that you leave any valuables at home or locked in your car.

Spring Gala—Volunteer Job Descriptions

Auction Item Distribution/Display Volunteer

Work in teams to organize auction items and display them appropriately on tables for the silent auction. This is a fun position if you like to work collaboratively, have a good eye for detail and like to work with displays! Additional help will be needed to help unload auction items from truck at the Q Center, including heavier items, and to help set up game tables.

Time Commitment: 9:00am—2:00pm (no dress code required, no food served)

Welcome / Check-In Volunteers

Greet guests upon arrival at the check-in desk and thank them for attending, verify reservations, provide guests with Auction booklet and instructions, answer general questions.

Time Commitment: 4:45pm—8:00pm (lunch box included)

Guest Concierge

Guest Concierge volunteers will be responsible for directing guests to their tables and/or silent auction & game tables, selling raffle tickets on the floor, explaining the rules of our Heads or Tails game and selling beads on the floor, answering guest questions, and will act as a point person for general information. This is a very engaging position as Guest Concierges will be circulating the room; ability to walk comfortably and a willingness to talk to Auction attendees is necessary for this position.

Time Commitment: 5:00pm—9:00pm (lunch box included)

Silent Auction Table Volunteers

Silent Auction Volunteers will monitor an assigned number of silent auction tables, answer bidder questions and encourage bidding and conversation about auction items, efficiently close items that were purchased at “Buy it now” price, close each section at the prescribed closing time, retrieve gifts and/or help people get purchased items at the end of the Auction.

Time Commitments are as follows:

Table Monitors: 5:00pm—10:00pm (lunch box included)

Bid Sheet Monitors: 5:00pm—9:00pm (lunch box included)

Section Closing Volunteers: 7:15pm—8:45pm

Additional Assistants for Item Retrieval: 9:15pm—10:pm

Spring Gala—Volunteer Job Descriptions

Game Table Volunteers

Game Table Volunteers will run the assigned game table (beer pull, wine pull, gift card pull). Volunteers for the beer pull or wine pull must be 21 years of age or older. These are chance games where participants may win a prize; the volunteer will interact with game participants at the table, collect payment and retrieve the prizes.

Time Commitment: 5:00pm—10:00pm (lunch box included)

Live Auction Volunteers

Live Auction Volunteers will assist in the Live Auction by running bids to the checkout area, showcasing items, and assisting with bidding on the floor. Live Auction Volunteers will meet with the Auctioneer early in the evening to review placement during the Live Auction.

Time Commitment: 8:45pm—10:00pm

Clean Up Volunteers

Clean Up Volunteers will assist guests to their cars with their purchases, pack decorations and unsold auction items into bins, and load bins into the rental truck.

Time Commitment: 9:30pm—10:30pm

Notes

Thank you for volunteering!

We deeply appreciate the time and effort our volunteers make to help us with this event. Please know that the contribution of your time and talent is valued by the staff and clients of the Community Crisis Center!

Community Crisis Center

Melissa Owens
Volunteer Program Coordinator
P.O. Box 1390

Phone: 847-742-4088 x152
24 Hour Hotline: 847-697-2380
Fax: 847-742-4182

E-mail: mowens@crisiscenter.org
Website: www.crisiscenter.org