

GIFT OF TIME

PRESENTED BY



GOT 2022 FAQs

1. **What is the timeline of the event?**
 - Doors open at 5:30pm
 - Formal program begins at 7:30pm
 - Formal program concludes around 10:00pm, followed by the After Party with DJ Marvel
2. **Who is the MC?**
 - Sonia Sunger, Global News Anchor
3. **How do I access the auction on my phone?**
 - Visit www.giftoftimeauction.com on your mobile device. You will be prompted to register when you attempt to place your first bid.
4. **Is there free Wi-Fi?**
 - Yes! Wi-Fi will be available on an open network throughout the building.
 - **Network:** GiftofTime_Datavalet
 - **Password:** datavalet
5. **What forms of payment are accepted?**
 - The 2022 event will be cashless. All donations and purchases must be made by credit card. Guests wishing to pay another way must contact events@canuckplace.org to make arrangements
6. **Where can I purchase Enjoy it Now wine?**
 - There are no on-site sales for Enjoy it Now wine this year, all orders were required to be submitted in advance. This was communicated via email
 - Complimentary red & white wine is being served at the tables
7. **How does centrepiece bidding work?**
 - Guests can purchase a centrepiece through Givergy (www.giftoftimeauction.com)
 - Centerpieces are available on a first come first serve basis and are available until sold out
8. **What time does the Silent Auction close?**
 - The silent auction will close following dinner – listen for the announcements!
9. **How do I know if I won something?**
 - Winners will be sent an email or text following the close of the auction
10. **When can I pick up my items?**
 - All Auction items and centerpieces can be picked up at the Auction Item Pick Up table following at the end of the formal program

GIFT OF TIME

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Radio Rules – Read First!

Basic Radio Etiquette Rules

- When using a two-way radio you cannot speak and listen at the same time, as you can with a phone.
- Don't interrupt if you hear other people talking. Wait until their conversation is finished.
- Do not respond if you aren't sure the call is for you.
- Perform radio checks to ensure your radio is in good working condition.
- Ensure the battery is charged and the power is on.
- Keep the volume high enough to be able to hear calls.
- Think before you speak.
- Decide what you are going say and to whom it is meant for.
- Make your conversations as concise, precise, and clear as possible.
- Avoid long and complicated sentences. If your message is long, divide it into separate shorter messages.

3 Golden Rules of Radio Communication

1. **Clarity:** Your voice should be clear. Speak a little slower than normal. Speak in a normal tone, do not shout.
2. **Simplicity:** Keep your message simple enough for intended listeners to understand.
3. **Brevity:** Be precise and to the point.

General Terms

| Term | Meaning |
|---|--|
| Go Ahead or Go for " <i>Your Name</i> " | You are ready to receive transmission. |
| Stand-by | You acknowledge the other party, but I am unable to respond immediately. |
| Say Again | Re-transmit your message |
| Copy | You understand what was said. |

GIFT OF TIME

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Using Your Radio

To get set up, set your radio to channel 1, plug in your headset, turn your radio on, and test your radio by making a call to someone using the steps below.

Follow these easy steps to make a call.

1. First listen to ensure the channel is clear for you.
2. Press the PTT (Push-To-Talk) button.
3. After 2 seconds: Say "*Your Name to the person you are trying to reach*"
4. Once the person replies "*Go for their name*", convey your message.

Example:

1. "Courtenay to Alex"
2. "Go for Alex"
3. "Alex, we need a vegetarian meal at table 12"

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Silent Auction Host

Captain: Maria Lefebvre

Auction Website: www.giftoftimeauction.com

Silent Auction Host:

Objective: To support guests with any questions about how to access and bid on the auction items.

- You will be stationed at the auction display area, please review items and know where they are located.
- Be sure you are familiar with the Givergy system so you are able to support guests with logging in and navigating the auction system on a mobile device.
- Keep the items secure and ensure no one from the public enters the silent auction area.

Once the formal program starts:

- Move silent auction items to the auction pick up area near the Burrard Room, ensuring they stay in order
- Package up any items that were taken out of their packaging
- When the family speaker starts, please help minimize disruption and noise by keeping the ballroom doors closed to guests. The doors closest to coat check will remain open and guests can quietly enter/exit there if they need to.
- The silent auction will close the night of the gala. Winners will be notified when the auction closes and will be instructed to pick up their prizes upon exit.
- The live auction will close approx. 10:00pm – listen for announcements.
- Centrepieces are available for purchase through www.giftoftimeauction.com and will be available to take home from the event.
- Guests who have won an auction item or centrepiece will be able to pick up their item from the Auction pick up table upon exit.

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Live Auction/Centrepiece Pick Up - Captain's Info

Captain: Maria Lefebvre

Silent Auction

- This year the silent auction will close following dinner.
- Once the formal program starts, move silent auction items to the pick up area near the Burrard Room, ensuring they stay in order.
- Package up any items that were taken out of their packages.
- Items will be available for pick up on exit.
- Any silent auction items not picked up the night of the event will be available for pick up or delivery (where available) starting Tuesday November 1st.

Live Auction

- This year the live auction will only be available to in person attendees at the event.
- When the live auction closes, the winner will be sent a link for payment.
- Guests will be able to pick up their Live Auction gift certificates and items at Auction Item pick up table once they have paid.

Centrepieces

- Centrepieces are available to "Buy Now" through Givergy at www.giftoftimeauction.com on a first come first sold basis.
- Guests who purchase a centrepiece will be automatically charged for their purchase
- Following the family speaker, centrepieces will be picked up from the tables and brought to the Auction Pick Up tables.

PICK UP PROCESS

At the pickup table, you will have the master winners list and will be the point of contact for all guests picking up items; all other volunteers will be at the ready as runners.

Guests that paid online should present their payment confirmation and the Auction/Centrepiece Pick up Captains will create a pick up chit indicating the items to be picked up, which can then be handed to a runner.

GIFT OF TIME



Auction/Centrepiece Pick Up

Captain: Maria Lefebvre

Objective: to move guests through the payment and pick up process as efficiently as possible, while making them feel appreciated for their support of Canuck Place.

Silent Auction

- This year the silent auction will close the night of the event.
- Once the formal program starts, move silent auction items to the pick up area near the Burrard Room, **ensuring they stay in order.**
- Package up any items that were taken out of their packages.
- The winner will pick up their auction item upon exit.
- Items not picked up will be returned to the Canuck Place office. All auction items not picked up the night of the event will be available for pick up or delivery (where available) starting Tuesday November 1st.

Live Auction

- This year the live auction will only be available to in person attendees at the event.
- When the live auction closes, the winner will be sent a link for payment
- Guests will be able to pick up their Live Auction gift certificates and items at the Auction Item pick up table once they have paid

Centrepieces

- Centrepieces are available to "Buy Now" through Givergy at www.giftoftimeauction.com on a first come first sold basis.
- Guests who purchase a centrepiece will be automatically charged for their purchase
- Following the family speaker, centrepieces will be picked up from the tables by the Table Hosts and brought to the Live Auction/Centrepiece tables

GIFT OF TIME



Once the event ends:

- Be ready behind the payment and pick up tables to receive a chit that will indicate the numbers of the items a guest won
- Take the chit to collect the items, put them in a bag (if necessary), hand them to the guest, and thank them kindly for their support!
- If you can't find an item on the auction table, it's likely a certificate; certificate items will be in a box at the pickup table and the captains will pull it for you

2 volunteers will be assigned to help direct guests to the payment or pick up tables:

NOT PAID PROCESS

- If a guest hasn't paid online or didn't receive the link, they will be sent to the payment table.
- Givergy staff will take their payment then fill out an auction pick up chit and send them to the pickup table.

PAID PROCESS

- If a guest has paid online through the link they can proceed directly to the pickup table.

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Ballroom Greeter

Objective: To make Gift of Time guests feel welcome, important, and appreciated by warmly greeting them and ushering them into the event efficiently.

- You will have a clipboard with the full guest list sorted by last name
- You will be stationed at one of the entrances to the ballroom, along with a seating chart
- Support guests by helping them find their table
 - Confirming their table number on your list (if necessary)
 - Point out on the seating chart where their table is
 - Direct them toward their table in the room and wish them a wonderful evening!
- During the family speaker, return to the ballroom doors you were assigned to and ensure no one goes in or out of those doors. The only exception is the doors closest to the coat check. These will be the only doors guests can use to enter or exit the ballroom during the family speech. The reason for this is to be respectful to the family speaker and not create excess noise while they are sharing their story.

Things you may get asked:

- The formal program begins at 7:30pm and ends around 10:00pm
- Guests can register and bid on auction items on their phone at www.giftoftimeauction.com
- The silent auction will close following dinner

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Clean Up

- Collect all bid cards – whether they are filled out or not
- Pack crates with all volunteer clipboards and supplies
- Collect signage (don't forget the parking garage! This can be done as early as 8pm)
- Move everything to the Burrard Room, ensuring it all stays organized
- Other duties as assigned!

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Raffle Sales

Captain: Emily Payne

Objective: to make guests aware of and excited about the incredible raffle prize and guide them through the ticket purchase process.

- Sell raffle tickets for a **\$10,000 Cavalier Jewelry custom design experience**
- Teams of two
- 1 ticket for \$100 (100 tickets total), 3 tickets for \$250 (120 tickets total)
- The winner does not have to be present to win
- Guests can pay by credit card only – each team will receive a tablet for processing credit card payments or guests can purchase their tickets online at **giftoftime.rafflenexus.com**
- Raffle sales end at **9:00pm**
- Please do not disrupt guests during the formal program, wait for meal breaks to continue circulating
- Draw will be held following the Fund-A-Need at the very end of the night
- Volunteers are kindly asked to not purchase raffle tickets

GIFT OF TIME

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Registration Captain: Luigi Ronchi

Objective: To make Gift of Time guests feel welcome, important, and appreciated by warmly greeting them and ushering them into the event efficiently.

Process:

- Guests will have received their table number in advance via email so there is no requirement for them to check in – simply say hello and welcome!
- If they don't know their table number, you will have a tablet with the guest list and will be able to look up any guest's table number by last name
- If the guest is not on the table list ask:
 - If they are replacing someone who wasn't able to make it
 - If they know the group they are with
 - If you still can't determine their table number, reach out to your captain

Things you may get asked:

- The doors to the ballroom open at 6:30 pm
- The formal program begins at 7:30pm and ends around 10:00pm
- There will be an after party following the formal program
- There is a program on the table at each guest's seat with information on the evening program, auction catalogue and other details they will need to know
- Guests can register and bid on auction items on their phone at www.giftoftimeauction.com

GIFT OF TIME

PRESENTED BY



Table Hosts

Zone 1 Captain: Amrit Maharaj

Zone 2 Captain: Kim Keevil

Zone 3 Captain: James Highet

Objective: to ensure guests have a stress-free evening because they never have to wonder where to find information.

- You will be the main point of contact for your tables and you will remain close by to assist them throughout the evening.
- Be sure to introduce yourself to your table guests and identify your tables' banquet server.
- You will be provided with a list of guests at each of your tables with any important information such as their dietary requirements, which has also been provided to the server.
- Throughout the evening you will provide support to guests to bid on silent auction items through their mobile device (be sure you are familiar with the Givergy system!), answer any questions they have about the event, and advise servers of any table needs (wine, water, etc.).
- If you have any questions that you can't answer or have any issues, please immediately go to your zone captain who will be able to answer your question or get an answer quickly via radio

Sample Welcome Script

- Hello, my name is _____. Welcome to the Gift of Time Gala! I'll be your host this evening. I'm available to assist you with the auction system and to answer any questions you may have. Please don't hesitate to let me know if there's anything I can do to make your evening more enjoyable.
- Thank you all for coming, we hope you have a wonderful night!

Enjoy it Now Wine Program

- New this year: The Enjoy it Now Wine program will only be available for pre-order *prior to the event*
- Any wine pre-ordered will be delivered to the table by venue staff

GIFT OF TIME

PRESENTED BY



Live Auction

- This year, the Live Auction will only be available to guests in attendance at the event.
- Guests can bid by raising their bid card
- You will be provided with a light stick by your captain following the family speaker and prior to the start of the live auction
- Please support the auctioneer by pointing the light stick to anyone at your tables who has raised their bid card to place a bid
- Once there is only 1-2 people bidding, stand next to that person and raise the light stick accordingly
- If someone at your table wins a live auction item, fill out the corresponding sheet from your clipboard, have the donor sign it, then take it to your zone captain immediately

Fund-A-Need

- Keep a close eye on your tables for people raising their hands to donate.
- Guests who raise their hand will need to fill out the back of their bid card to complete their donation OR they can make the donation through their mobile device.
- If/when they raise their hand, you will need to approach them, ensure their bid card is filled out completely (credit card number, expiry date, and signature), and collect it.
- Following the Fund-A-Need, the raffle is drawn, and the event ends. Take ALL bid cards (whether they have a donation on them or not) to your zone captain.

Centrepieces

- Guests can purchase a centrepiece through Givergy (www.giftoftimeauction.com)
- The centerpieces are available on a first come first serve basis and are available until sold out
- Volunteers will move centerpieces from the table to the Auction Item Pick Up table following the family speaker

Post-Formal Program Duties

If you have been assigned another duty following your shift as table host, please check in at the following locations based on your assigned duty.

- Auction/Centrepiece Pick Up – check in with Captain at the pick up table
- Clean Up – check in with your Zone Captain

GIFT OF TIME

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Volunteer Room

Captain: Alex Rios & Amie Carrick

- Greet and check in volunteers & staff
- Confirm schedule and role
- Give any necessary equipment, i.e. clipboard, guest list, radio, etc.
- Give name tag and lanyard
- Ensure meals are brought in and room is clean
- Order coffee/tea as required via the event concierge (note: it will take 30-45 mins for the venue to brew and deliver a gallon of coffee)
- This room will be shared with the event photographer and crew
- Ensure someone is always in the room for security
- Answer any questions