



# Christmas Village Frequently Asked Questions...

For many, Christmas connotes coming home – for reunions, comfort, celebration and tradition. For those of us at Overly's Country Christmas®, the holidays are about sharing, giving, creating lifelong memories with loved ones, and all the love entailed.

As an member of our Overly's Volunteer Family, you are helping us create these fond memories by being involved. Additionally, your efforts support our charitable works of assisting troubled kids on a year round basis, and our Family Moments Programs during the holidays, where over 1500 kids from some of the most neglected neighborhoods in Westmoreland, Allegheny, Fayette

and Somerset Counties visit Christmas Village for an evening of old-fashioned holiday fun and delectable treats. A similar program also provides for terminally ill kids and families and those with life-threatening diseases. Plus, we also serve as a holiday collection site for various organizations, accepting donations of new, unwrapped toys for kids ages 1 -12 years, non-perishable food as well as kitty litter, dog and cat dry food for neglected and abandoned animals in our area shelters.

Thank you for getting involved, for helping to create holiday memories and traditions for all those who visit, and to help us provide for the less-fortunate.

## Reporting Times

All volunteers will work a full shift (open to close) and are asked to check in at the Overly's Office at 5:15 pm. From there, everyone is to proceed to the respected designated work areas where the Department Team Leader or Volunteer Assistant will provide directions on the use of the cash register and the duties of the assigned department. Volunteers must sign out at the end of the shift.

## Volunteer Parking

All volunteers are requested to park in the area on the Fairgrounds designated as Volunteer Parking. This paved area is located between the Junior Livestock Building and the Livestock Barns. It is accessed by traveling down the Fairgrounds Road, across from Ushocks to the "Farm Gate". Signage will direct you to the parking area if an attendant is not available. From this area, walk the drive-through lane to the Railway Depot, which is the Overly's Country Christmas® office.

## Volunteer Treats

Volunteers receive Treat Food Coupon packs each evening, good for food and discounts.

## Assigned Volunteer Positions

Every effort will be made to place the volunteer in the position requested. Sometimes, circumstances beyond our control such as, but not limited to, weather or last minute volunteer call-offs, will result in our need to request that a volunteer assist in an alternate position in order to continue operation of our Christmas Village. In advance, we ask for your patience and cooperation in our need to readjust schedules.

## Special Considerations

Volunteers should possess group customer relations skills and be able to handle a diversity of people and situations. Cashiers must be comfortable handling money and counting change. Volunteers must be able to be on their feet for the duration of their shift with breaks.

## Cell Phones

Volunteers are responsible for helping to create holiday memories and traditions for all those who visit Christmas Village. We request that volunteers remove earbuds and turn cell phones off or put on vibrate. We ask that you pay attention to the visitors/customers and provide the very best customer service.

## Recommended Attire

Overly's Country Christmas® is an outdoor family event with some retail and display areas in minimally heated buildings. The temperatures at night on the Fairgrounds can be frigid. We recommend dressing for the weather: dress warmly, in layers, with proper cold-weather footwear. Overly's Country Christmas® is a family event and as such, does not permit any overtly offensive behavior, language or clothing.

## End of Shift

The end of shift is generally 15 - 30 minutes past the scheduled closing times, or at the time volunteers are requested to begin clean-up and are released from their duties. All areas must be cleaned and prepped for the next night's volunteer groups. On some weekends in December, traffic may be so heavy that extending hours of operation is a necessity. Overly's personnel will update volunteers as to traffic conditions and the possibility of closing later than expected.

## For More Information . . .

724-423-1400 or [overlyvolunteers@gmail.com](mailto:overlyvolunteers@gmail.com) or [info@overlys.com](mailto:info@overlys.com)

# Be A Part of the Holiday Tradition

## Christmas Village Volunteer Positions Available

### Country Kitchen

The Country Kitchen is an outdoor barbeque, serving a menu of char-grilled hot dogs and hamburgers, hot chocolate and apple cider. Spun Snow is available for the sweet tooth as well as marshmallows for roasting at the bonfire. A volunteer Team Leader oversees all activities of the Country Kitchen including food preparation, delivery and customer service. Food prep volunteers grill and prepare hot dogs and hamburgers for the servers. Volunteers take orders and wait on customers by serving the grilled hot dogs and hamburgers, hot and cold drinks. Cashiers may assist as needed.

*Positions include: Cook, cashier, food prep and customer service.*



### Santa's Workshop

Here, Santa listens to the dreams and wishes of girls and boys until December 23<sup>rd</sup> when he returns to the North Pole. Mrs. Claus or Santa's Helpers assist Santa with the children as well as capturing that special visit on film. Santa's assistants are most helpful to Santa by unobtrusively asking a child's name before the child proceeds to visit with Santa.

*Positions include: Santa, cashier, photographer and assistant.*

### Hartman Station

This g-gauge model train display is a nostalgic highlight of Christmas Village. Hartman Station attendants assure that the integrity of the display is maintained and interact with guests

*Positions include: Attendants (1 or 2)*

### C. Edgar & Sons General Store

Filled with rustic charm, the gift shop features holiday ornaments and decorations, handmade gifts and commemorative items. Sales associates assist customers and help maintain the attractiveness of the merchandise.

*Positions include: Sales associates (2-4).*

### Bonfire Attendants

The bonfire is the heart of Overly's Christmas Village. It is a place where families sip hot chocolate, roast a marshmallow or two and create their holiday memories that bring them back year after year. The Bonfire Attendants assure that the bonfire is burning brightly and appropriately for guest traffic and weather conditions. Bonfire Attendants assure that guests are not stepping inside the bonfire ring and are safely toasting marshmallows. Bonfire Attendants also assist in extinguishing the fire at night's end.

*Positions include: Attendants (1-3)*

### Sweete Shop

An end to an evening in Christmas Village always constitutes a visit to this area for chocolates and fudge made specifically for Overly's Country Christmas®. Volunteers will provide samples to guests using safe food handling techniques as well as ringing and packing sales.

*Positions include: Cashier, Candy Bagger and Sample Provider.*



### Kettle Korn & Snacks

Overly's country-style kettle korn is a delicacy enjoyed by those who visit Christmas Village. Guests will also enjoy a freshly-baked chocolate chip cookie or a soft pretzel. Under the direction of the Kettle Korn Popper, volunteers will assist with sales, the packaging of kettle korn, preparation of pretzels and cookies.

*Positions include: Cashier, server, pretzel food preparer and baker.*



### Team Leaders

Individuals with leadership experience are needed in all areas to help oversee department operations and to guide other volunteers. Team leaders are encouraged to volunteer one night a week and to give consideration to serve for several consecutive years. These individuals can work with diverse age groups and can make the volunteer experience meaningful for those helping. Team Leaders for the Country Kitchen are an immediate need.

### Getting Ready . . .

Setting up the light display and Christmas Village is a major undertaking that is only possible with the help of volunteers. Whether designing new displays, erecting favorites, decorating the shops, checking in merchandise, stringing the thousands of lights on the walkway canopy or being a Team Leader, volunteer assistance is always welcomed.

