



# CHARLES SCHWAB CUP CHAMPIONSHIP

## 2023 VOLUNTEER TRAINING



# TOURNAMENT SNAPSHOT

- **NAME:** CHARLES SCHWAB CUP CHAMPIONSHIP
- **DATE:** NOVEMBER 6-12, 2023
- **SITE:** PHOENIX COUNTRY CLUB
- **FORMAT:** FOUR DAY, 72 – HOLE, STROKE PLAY
- **FIELD:** 36 PGA TOUR CHAMPIONS PROFESSIONALS
- **PURSE:** PLAYERS WILL COMPETE FOR A PURSE TOTALING \$3MILLION FOR THE CHARLES SCHWAB CUP CHAMPIONSHIP
- **TITLE:** CHARLES SCHWAB



Steven Alker  
2022 Charles Schwab Cup Winner



# TOURNAMENT SNAPSHOT

- GLOBAL CREDIT UNION GOLF EVENT MONDAY
- SAN TAN FORD OFFICIAL PRO-AM WEDNESDAY
- BLEACHERS OPEN TO PUBLIC ON 18 GREEN AND 1<sup>ST</sup> TEE PLATFORM SPONSORED BY SAN TAN FORD
- MILITARY CEREMONY PRESENTED BY ARIZONA BILTMORE AT 9:45 AM ON SATURDAY, NOVEMBER 11
- CHARLES SCHWAB YOUTH DAY ON SATURDAY, NOVEMBER 11
- CHARLES SCHWAB MONDAY PRO-AM – MONDAY POST
- 620+ VOLUNTEERS REGISTERED
- HOURS OF GLOBAL COVERAGE AND ON GOLF CHANNEL



# CHARITABLE IMPACT

- THE TOURNAMENT HAS GENERATED OVER \$6.7 MILLION SINCE ITS INCEPTION IN 2008
- THROUGH THE CHARLES SCHWAB CUP CHAMPIONSHIP TICKETS FOR CHARITY PROGRAM ALL ALONE, THIS PROGRAM HAS GENERATED OVER \$2.4 MILLION DOLLARS





# TOURNAMENT WEEK OVERVIEW



# TOURNAMENT WEEK SCHEDULE

- |                         |  |
|-------------------------|--|
| • MONDAY, NOVEMBER 6    | COURSE CLOSED TO PUBLIC  |
| • TUESDAY, NOVEMBER 7   | COURSE CLOSED TO PUBLIC  |
| • WEDNESDAY, NOVEMBER 8 | COURSE CLOSED TO PUBLIC<br>SAN TAN FORD OFFICIAL PRO-AM              |
| • THURSDAY, NOVEMBER 9  | COMPETITION ROUND 1 (APPOX. TEE TIMES 10:00AM)<br>GATE 9:30 A.M.     |
| • FRIDAY, NOVEMBER 10   | COMPETITION ROUND 2 (APPOX. TEE TIMES 10:00AM)<br>GATE 9:30 A.M.     |
| • SATURDAY, NOVEMBER 11 | COMPETITION ROUND 3 (APPOX. TEE TIMES 10:00AM)<br>GATE 9:30 A.M.     |
| • SUNDAY, NOVEMBER 12   | FINAL COMPETITION ROUND (APPOX. TEE TIMES 10:00AM)<br>GATE 9:30 A.M. |





# COURSE MAP



# VOLUNTEER OVERVIEW





Official Medical Source of the PGA TOUR



**VOLUNTEER  
APPRECIATION**

VOLUNTEER APPRECIATION



# VOLUNTEER PACKAGE

- **ADULT VOLUNTEER PACKAGE**

- ONE (1) VOLUNTEER CREDENTIAL
- ONE (1) PARKING PASS LOT 2
- ONE (1) LEVELWEAR GOLF POLO
- ONE (1) LEVELWEAR GOLF JACKET
- ONE (1) BASEBALL CAP OR VISOR
- ONE (1) CLEAR TOTE
- ONE (1) LAPEL PIN
- TWO (2) WEEKLY GROUNDS TICKETS, DAY SPECIFIC



# VOLUNTEER UNIFORMS

ALL VOLUNTEERS ARE REQUIRED TO WEAR THE OFFICIAL 2023 CHARLES SCHWAB CUP CHAMPIONSHIP VOLUNTEER UNIFORM AND CREDENTIALS WHILE VOLUNTEERING.

COME PREPARED FOR THE WEATHER!



## 2023 Volunteer Uniform Package

**Additional Items Available for Purchase**  
*\*Volunteer Exclusive Offers\**



Additional Men Jacket  
\$60.00



Additional Women Jacket  
\$60.00



Bucket Floppy Hat  
\$30.00



Straw Hat  
\$30.00



Volunteer Clear Tote



Volunteer WOMEN Visor



Volunteer WOMEN Jacket



Volunteer Baseball Hat



Volunteer Unisex Visor



Volunteer WOMEN Jacket



Volunteer WOMEN Polo



Volunteer MEN Jacket



Volunteer MEN Polo



Volunteer MEN Jacket – 3XL

**\*BOTTOMS: MUST BE KHAKI PANTS, SHORTS, SKORTS (all week)\***



# UNIFORM DISTRIBUTION DATES

## - LOCATION: PHOENIX COUNTRY CLUB

2901 NORTH 7<sup>TH</sup> AVENUE

PHOENIX, AZ 85014

## - EAST TENNIS COURTS

FOLLOW DIRECTIONAL SIGNAGE

## Dates & Times:

- October 27

12:00 p.m. – 5:00 p.m.

- October 28

9:00 a.m. – 3:00 p.m.

- November 4

9:00 A.m. – 1:00 P.M.

**If you can't pick-up your uniform at one of these times and dates, volunteers will be able to pick up uniforms during tournament week at Volunteer HQ located at PHX CC Pool Area**





**VOL**



## **VOLUNTEER**

**<PRINT CUSTOM NAME HERE>**

**<PRINT CUSTOM COMMITTEE HERE>**

**ASSIGNED AREA & GROUNDS ACCESS**

November 6-12, 2023  
PHOENIX COUNTRY CLUB | PHOENIX, AZ

# VOLUNTEER CREDENTIAL & ACCESS

- VOLUNTEERS MUST HAVE THEIR CREDENTIALS TO ENTER THE GROUNDS DURING TOURNAMENT WEEK (NO EXCEPTIONS)
- CREDENTIALS MUST BE DISPLAYED ON OUTERWEAR AT ALL TIMES
- ACCESS TO RESTRICTED AREAS WITHOUT PROPER CREDENTIALS IS STRICTLY PROHIBITED
- VOLUNTEER BADGES WILL ALLOW ADMITTANCE TO WATCH THE TOURNAMENT FRIDAY, NOVEMBER 9 – SUNDAY, NOVEMBER 12



# VOLUNTEER PARKING

**VOLUNTEERS MUST BRING & DISPLAY THEIR LOT 2 PARKING PASS TO ACCESS PARKING**

- **VOLUNTEER PARKING LOCATION:**

- **VETERANS MEMORIAL COLISEUM**
- **20TH AVENUE LOT**

**ADDRESS: 1951 WEST ENCANTO BLVD.**

**PHOENIX, AZ 85009**

- **FOLLOW SIGNS FOR "LOT 2 PARKING"**
- **VOLUNTEER SHOULD ALLOCATE EXTRA TIME FOR TRAVEL AND THERMAL SCREENING PRIOR TO THEIR SHIFT.**



# VOLUNTEER PARKING/SHUTTLE HOURS

|                       |  |
|-----------------------|--|
| Monday, November 6    | LOT 2 CLOSED TO VOLUNTEERS<br>*selected volunteer committees will park on property |
| Tuesday, November 7   | LOT 2 CLOSED TO VOLUNTEERS<br>*selected volunteer committees will park on property |
| Wednesday, November 8 | 5:30 am – 6:00 pm  |
| Thursday, November 9  | 7:00 am – 6:00 pm  |
| Friday, November 10   | 7:00 am – 6:00 pm  |
| Saturday, November 11 | 7:00 am – 6:00 pm  |
| Sunday, November 12   | 7:00 am – 6:00 pm  |



# TOP 10 SAFETY GUIDELINES

- **1.** WEAR COMFORTABLE, CLOSE-TOES, AND SLIP – RESISTANT SHOES
- **2.** WEAR SUNSCREEN, HAT AND OTHER PROTECTIVE CLOTHING
- **3.** MAINTAIN ADEQUATE HYDRATION
- **4.** FOLLOW ALL PGA TOUR GOLF CART, UTILITY VEHICLE, AND VEHICLE SAFETY GUIDELINES
- **5.** PRACTICE PROPER ERGONOMICS
- **6.** REPORT UNSAFE CONDITIONS TO TOURNAMENT STAFF AND COMMITTEE CHAIR
- **7.** MAINTAIN A CLEAN AND ORDERLY ENVIRONMENT FREE OF TRIP HAZARDS
- **8.** BE VIGILANT TO SURROUNDINGS TO PREVENT BEING STRUCK BY A GOLF BALL OR EQUIPMENT
- **9.** USE PROPER TOOLS AND PROTECTIVE EQUIPMENT TO PERFORM TASKS
- **10.** TAKE BREAKS AND REST WHEN NEEDED



# YOU MAY NOT BRING

- SOME NOTABLE ITEMS THAT **ARE** ALLOWED:
- CELL PHONE
- NO OPAQUE BAGS LARGER THAN A SMALL PURSE 6 X6
- MEDICALLY NECESSARY SUPPLIES
- UMBRELLA
- COLLAPSIBLE CHAIRS WITHOUT CHAIR BAGS
- BINOCULARS





# YOU MAY NOT BRING

SOME NOTABLE ITEMS THAT **ARE PROHIBITED**:

- BACKPACKS, PACKAGES, PURSES OR OTHER CARRY ITEMS LARGER THAN SIX INCHES BY SIX INCHES BY SIX INCHES
- SIGNS OR BANNERS
- CAMERAS DURING COMPETITION ROUNDS
- ALCOHOLIC BEVERAGES, NONALCOHOLIC BEVERAGES OR FOOD

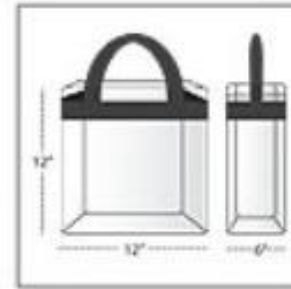




## APPROVED BAGS



Bags smaller than  
6"x6"x6"



Clear Bag smaller than  
12"x6"x12"



1-Gallon Plastic  
Freezer Bag



Medically Necessary and  
Diaper Bags\*

*\*Infant and Medical supplies will be permitted after proper inspection.*

- Bags Smaller Than 6" x 6" x 6"
- Clear Bag Smaller Than 12" x 6" x 12"
- 1-Gallon Plastic Freezer Bag
- Medically Necessary & Diaper Bags (permitted after proper inspection)

# BAG POLICY: APPROVED BAGS



- No Backpacks
- No Camera Bags
- No Mesh Bags
- No Purses larger than 6" x 6" x 6"
- No Seat Cushion Bags
- No Clear Backpacks
- No Tinted Plastic Bags
- No Binocular Cases
- No Printed Pattern Plastic Bags
- No Folding Chair Bags

## NON-APPROVED BAGS



Backpack



Camera Case



Mesh Bag



Purse



Seat Cushion



Clear Backpack



Tinted Plastic Bag



Over-sized  
Tote Bag



Binoculars Case



Printed Pattern  
Plastic Bag



Folding Chair Bag  
(Folding Chair is Allowed)

FOR MORE INFORMATION GO TO [PGATOUR.COM/ProhibitedItems](http://PGATOUR.COM/ProhibitedItems)

# BAG POLICY: NON-APPROVED



# VOLUNTEER HQ PRESENTED BY MAYO CLINIC

- **LOCATION:**
  - PHOENIX COUNTRY CLUB POOL,
  - PAST THE GOLF SHOP TO THE RIGHT
- **CHECK IN:**
  - ALL VOLUNTEERS MUST CHECK-IN AT ASSIGNED LOCATION OR WITH THEIR COMMITTEE CHAIRMAN PRIOR TO THEIR SHIFT





FOOD &  
BEVERAGE  
HOURS

| Day                   | Meals     | Hours of Operation     |
|-----------------------|-----------|------------------------|
| Monday, November 6    | Breakfast | 7:00 a.m. – 10:30 a.m. |
|                       | Lunch     | 11:00 a.m. – 2:30 p.m. |
| Tuesday, November 7   | Breakfast | 7:00 a.m. – 10:30 a.m. |
|                       | Lunch     | 11:00 a.m. – 2:30 p.m. |
| Wednesday, November 8 | Breakfast | 5:30 a.m. – 10:30 a.m. |
|                       | Lunch     | 11:00 a.m. – 3:00 p.m. |
| Thursday, November 9  | Breakfast | 7:00 a.m. – 10:30 a.m. |
|                       | Lunch     | 11:00 a.m. – 3:00 p.m. |
| Friday, November 10   | Breakfast | 7:00 a.m. – 10:30 a.m. |
|                       | Lunch     | 11:00 a.m. – 3:00 p.m. |
| Saturday, November 11 | Breakfast | 7:00 a.m. – 10:30 a.m. |
|                       | Lunch     | 11:00 a.m. – 3:00 p.m. |
| Sunday, November 12   | Breakfast | 7:00 a.m. – 10:30 a.m. |
|                       | Lunch     | 11:00 a.m. – 3:00 p.m. |



# VOLUNTEER COMMUNICATION

- COMMITTEE CHAIRMAN WILL BE VOLUNTEER'S MAIN CONTACT
- VOLUNTEERS SHOULD REACH OUT IMMEDIATELY TO YOUR COMMITTEE CHAIRMAN WITH ANY SCHEDULE CONFLICTS
- VOLUNTEER NEWSLETTERS/EMAILS WILL BE DISTRIBUTED IN ADVANCE OF AND DURING TOURNAMENT WEEK
- VOLUNTEERS SHOULD CHECK THEIR EMAIL REGULARLY THROUGH AND LEADING UP TO THE TOURNAMENT
- BE FLEXIBLE AND COMMUNICATE WITH YOUR COMMITTEE CHAIRMAN



# VOLUNTEER ETIQUETTE

ALL VOLUNTEERS ARE AN EXTENSION OF THE CHARLES SCHWAB CUP CHAMPIONSHIP TEAM.  
VOLUNTEERS ARE ASKED TO ADHERE TO THESE ETIQUETTE GUIDELINES:

- PLEASE DISPLAY THE VOLUNTEER BADGE/TICKET AT ALL TIMES
- PLEASE REMAIN QUIET AND STILL DURING EACH SHOT UNTIL ALL PLAYERS IN THE GROUP HAVE PLAYED OUT
- PLEASE FOLLOW THE TOURNAMENT'S HEALTH & SAFETY GUIDELINES
- HAVE FUN! ASK QUESTIONS AND UTILIZE YOUR COMMITTEE CHAIRMAN



# COURSE-WIDE EVACUATION

- WOULD ONLY OCCUR IN THE EVENT OF SEVERE WEATHER (THUNDER, LIGHTNING, TORNADO WARNING, ETC.)
- EVACUATION NOTIFICATIONS:
  - HORN SOUNDING PLAY HAS ENDED, AND EVACUATION HAS STARTED
  - SCOREBOARDS THROUGHOUT THE COURSE WILL DISPLAY EVACUATION MESSAGING
  - RADIO ANNOUNCEMENT TO ALL VOLUNTEER LEADERSHIP, TOURNAMENT STAFF, VENDORS, ETC.
- VOLUNTEERS MUST CLEAR THE COURSE AND RETURN TO THEIR CAR AS SOON AS POSSIBLE



# WEATHER ALERT SCALE: VOLUNTEERS



## WEATHER ALERT SCALE: VOLUNTEERS

### COMMUNICATION PLAN FOR WEATHER UPDATES

- Observe on-course scoreboards
- Be prepared for an email, phone call or text message from Volunteer Leadership and/or the Tournament
- Listen for on-course horn and announcements
- Follow tournament's social media channels

| ALL CLEAR                           | STATUS   | ACTION  |
|-------------------------------------|--|---|
| INCLEMENT WEATHER NOT EXPECTED      | <ul style="list-style-type: none"> <li>• Gates remain <b>OPEN</b> for admission.</li> <li>• All public venues, hospitality venues and services remain <b>OPEN</b>.</li> </ul>  | No action required.   |
| BE AWARE                            | STATUS   | ACTION  |
| INCLEMENT WEATHER POSSIBLE          | <ul style="list-style-type: none"> <li>• Gates remain <b>OPEN</b> for admission.</li> <li>• All public venues, hospitality venues and services remain <b>OPEN</b>.</li> </ul>  | <ul style="list-style-type: none"> <li>• Identify Safe Shelter locations, in the event of inclement weather.</li> <li>• Volunteers to remain at their posts.</li> <li>• Volunteer Leadership to:                             <ul style="list-style-type: none"> <li>• Reiterate Weather Policy and Evacuation Plan to all Volunteers</li> <li>• Connect with Essential Volunteers</li> </ul> </li> </ul>  |
| BE PREPARED                         | STATUS   | ACTION  |
| INCLEMENT WEATHER APPROACHING       | <ul style="list-style-type: none"> <li>• Gates remain <b>OPEN</b> for admission.</li> <li>• All public venues, hospitality venues and services remain <b>OPEN</b>.</li> </ul>  | <ul style="list-style-type: none"> <li>• Prepare for inclement weather.</li> <li>• Be prepared to seek safe shelter.</li> <li>• Be aware of Weather Alert updates.</li> <li>• Assist with communication of Weather Alert to spectators and volunteers.</li> <li>• Volunteers to remain at their posts.</li> <li>• Volunteer Leadership to:                             <ul style="list-style-type: none"> <li>• Reiterate Weather Policy and Evacuation Plan to all Volunteers.</li> <li>• Connect with Essential Volunteers</li> </ul> </li> </ul>   |
| TAKE ACTION: LEVEL 1                | STATUS   | ACTION  |
| INCLEMENT WEATHER (NON-THREATENING) | <ul style="list-style-type: none"> <li>• Play is suspended or delayed.</li> <li>• Gates remain <b>OPEN</b> for admission.</li> <li>• All public venues, hospitality venues and services remain <b>OPEN</b>.</li> </ul> | <ul style="list-style-type: none"> <li>• Use caution.</li> <li>• Seek safe shelter.</li> <li>• Be aware of Weather Alert updates.</li> <li>• Assist with communication of Weather Alert to spectators and volunteers.</li> <li>• Admission and Hospitality Volunteers remain in place and may shelter in temporary structures.</li> <li>• All other volunteers to return to Volunteer Headquarters or other venues, as identified by the tournament.</li> <li>• Volunteer Leadership to:                             <ul style="list-style-type: none"> <li>• Remind Essential Volunteers of staging location in the event of Red Level 2</li> <li>• Be prepared to communicate schedule updates</li> </ul> </li> <li>• Tournament will communicate updates on tee times via email or social media channels.</li> </ul> |

TEMPORARY STRUCTURES ARE NOT INTENDED TO PROVIDE SAFE SHELTER IN THE CASE OF THREATENING WEATHER SUCH AS LIGHTNING AND SEVERE WINDS. **STAY AT YOUR OWN RISK.**

| TAKE ACTION: LEVEL 2   | STATUS   | ACTION   |
|--|--|--|
| INCLEMENT WEATHER (THREATENING)<br><br>"VISUAL DISPLAYS WILL BE ALL RED" | <ul style="list-style-type: none"> <li>• Play suspended or delayed.</li> <li>• Admission gates are <b>CLOSED</b>.</li> <li>• All temporary structures (public venues and hospitality venues) and services are <b>CLOSED</b>.</li> <li>• Permanent structures and services remain <b>OPEN</b> (proper credentials required).</li> </ul> | <ul style="list-style-type: none"> <li>• Seek safe shelter or exit the premise.</li> <li>• Be aware of Weather Alert updates.</li> <li>• Assist with communication of Weather Alert to spectators and volunteers.</li> <li>• Essential Volunteers to move staging location.</li> <li>• Non-Essential Volunteer to exit the premise.</li> <li>• Volunteer Leadership to be prepared to communicate restart information and schedule updates.</li> <li>• Tournament will communicate updates on tee times, admission and hospitality via email and social media channels.</li> </ul> |
| COURSE CLOSED  | STATUS   | ACTION   |
|  | <ul style="list-style-type: none"> <li>• Play suspended for the day.</li> <li>• Admission gates are <b>CLOSED</b>.</li> <li>• All structures (temporary and permanent) and services are <b>CLOSED</b>.</li> </ul>  | <ul style="list-style-type: none"> <li>• Exit the premise.</li> <li>• Volunteer Leadership to be prepared to communicate schedule updates.</li> <li>• Tournament will communicate updates on tee times, admission and hospitality via email and social media channels.</li> </ul>  |



RESOURCES

VOLUNTEER HANDBOOK

AND

VOLUNTEER WEBSITE

[HTTP://VOLUNTEERS.CHARLESSCHWABCUPCHAMPIONSHIP.COM/](http://volunteers.charlesschwabcupchampionship.com/)





THANK YOU!