

# Charles Schwab Cup Championship 2017 Volunteer Committee Responsibilities

**Admissions & Will Call:** Assist with selling and scanning tournament tickets at Main Admission Gate, check for proper credentials, and provide general information to spectators. Assist with distribution of Will Call tournament tickets and parking passes that have been left for future pick-up (Will Call location may be off-site).

*Dates of Operation: Wednesday - Sunday of tournament week (November 8-12); Will Call is open Tuesday – Sunday of tournament week (dates are subject to change)*

**Ambassador Program:** Act as “ambassador caddie” during Championship Week. Contribute to the PGA TOUR Champions staff in answering on-site questions about the course, tee times, restroom and hospitality locations, pass out programs. You are the tournament source of knowledge and information for our spectators, corporate sponsors, volunteers and players.

*Dates of Operation: Wednesday - Sunday of tournament week (November 8-12)*

**Caddie Services:** Assist with PGA TOUR Champions professional caddie registration and services throughout tournament week. Distribute/wash/collect towels and bibs, maintain the caddie lounge area, act as a concierge. On Wednesday and Thursday of tournament week, manage the registration and logistics of the Official Pro-Am amateur caddies program.

*Dates of Operation: Monday - Sunday of tournament week (November 6-12); Wednesday and Thursday Official Pro-Am Amateur Program*

**Golf Carts:** Allocate golf carts to PGA TOUR Staff, Volunteer Leadership, Vendors and Operations. Maintain a sign-in/sign-out sheet and assign cart signage to individuals and signs on carts. Ensure cart keys are returned; carts are charged and cleaned daily.

*Dates of Operation: Pre-Friday – Post Monday of tournament week (November 3-13)*

**Corporate Hospitality/Military Patriots' Outpost:** To provide information and assistance to corporate clients ensuring the best possible experience. Greet guests and confirm properly credentialed clients are allowed in private hospitality areas. Assist Marshals with noise control when players approach hospitality areas. Some client interaction necessary and position may require some or occasional standing.

*Dates of Operation: Friday - Sunday of tournament week (November 10-12); dates are subject to change*

**Course Prep/Construction:** To stake and rope the main course and all ancillary areas as required with the objective to maximize spectator viewing areas. Committee will install stakes and ropes before the Championship, maintain rope lines throughout tournament week and post event. Must be willing to work outside and perform physical labor as this committee requires significant lifting.

*Dates of Operation: Pre-Friday – Post Tuesday (November 3 - November 14)*

**Golf Cart Shuttles:** To provide cart transportation for disabled spectators to and from the bus drop at the main entrance to designated areas on the golf course. Responsible for transporting players and caddies to/from specific areas determined by the Rules Officials. Provide golf cart transportation to Marshals to their assigned hole locations when time permits. **Must be age 25 or older with a valid driver's license in order to operate a golf cart transporting passengers.**

*Dates of Operation: Monday - Sunday of tournament week (November 6-12)*

**Golf Events:** Assist with operational set-up, registration, and gift distribution for the following events: Charles Schwab Golf Outing (Monday, Nov. 6); Official Pro-Am Pairings Party (Tuesday, Nov. 7); Official Pro-Am (Wednesday, Nov. 8 and Thursday, Nov. 9); PwC Am-Am and Charles Schwab Pro-Am (Monday, Nov. 13) and PwC Am-Am (Monday, Nov. 13).

*Dates of Operation: Monday, Tuesday, Wednesday, Thursday of tournament week and Post Monday (November 6, 7, 8, 9, and 13)*

**Honorary Observer Management:** Assist with operation of tournament guests granted access to walk inside the ropes. Operate with PGA TOUR staff the logistics, credential distribution, guidelines, escorting guests to #1 tee, and photo process.

*Dates of Operation: Friday - Sunday of tournament week (November 10-12)*

**Long Drive/SHOTLink:** Measure and record the yardage of a professional's ball on the fairway using scoring devices provided by the PGA TOUR Staff. SHOTLink volunteers may be required to climb onto a platform which can be up to six (6) feet off the ground.

*Dates of Operation: Friday - Sunday of tournament week (November 10-12)*

**Marshals:** Provide gallery noise control, assist in player movement, help locate errant golf shots and provide spectators with general information. Marshals will also assistance with the player movement on and off the course due to weather delays or whenever

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deemed necessary. The committee requires standing for extended periods of time in addition to walking to various positions around the hole.

*Dates of Operation: Wednesday - Sunday of tournament week (November 8-12)*

**Media Services:** Assist with the PGA TOUR Champions Media Director in registering, welcoming and providing proper credentials to Local, National and International journalists. Answer phones, produce daily clippings and provide scoring information to the media as needed.

*Dates of Operation: Monday - Sunday of tournament week (November 6-12)*

**Office Support:** Assist in the Tournament Office prior to and during the tournament by providing general administrative duties to include answering the phones, answering questions, assisting with large mailings, etc. This Committee sometimes requires a lot of downtime due to the unpredictable workloads, so it is recommended that volunteers bring a book or tablet to pass time.

*Dates of Operation: Advance week and tournament week (October 30 - November 14)*

**Player Services:** Assist PGA TOUR staff in providing exceptional service to the PGA TOUR Champions throughout the week. Act as a concierge for the players including player registration and answering questions from the players and/or their family members.

*Dates of Operation: Monday - Sunday of tournament week (November 6-12)*

**Practice Area:** Set-up and maintain the practice facility for the players by stocking and distributing practice range balls, drinks, snacks, etc. Provide gallery control of the practice areas and regulate access for the contestants and tournament officials.

*Dates of Operation: Monday - Sunday of tournament week (November 6-12)*

**Special Events:** Assist with the coordination, set-up, tear down, registration and operations for special (non-Pro-Am) events prior to and during tournament week. Events include, but are not limited to – Putt for Charity Event, Military Appreciation Day, Youth Day, and other TBD Charles Schwab Cup Championship events.

*Dates of Operation: TBD; events are mainly during tournament week (November 6 – 12) but one or two may be prior to event and off-site.*

**Standard Bearers:** Accompany each group of professionals during play and display their scores on a standard sign. Must be able to carry a standard sign (approx. 7 lbs.) and walk 18 holes without a break. All volunteers are required to work the Wednesday and Thursday Pro-Am.

*Dates of Operation: Wednesday - Sunday of tournament week (November 8-12)*

**Supply Distribution:** To inventory, distribute and maintain tournament supplies such as ice, coolers, drinks, and spectator information to designated areas. Committee requires a significant amount of lifting. Golf cart operation may be required. **Must be age 18 or older with a valid driver's license in order to operate a golf cart transporting supplies.**

*Dates of Operation: Pre-Saturday (prior of tournament week) – Post Monday (November 4-13)*

**Transportation:** Provide transportation to professionals and VIP guests before, during and after the tournament. Assist with the inventory and control the distribution of official tournament vehicles. Committee also assists in the return of vehicles after the tournament. This Committee sometimes requires a lot of downtime due to the players' unpredictable schedule so it is recommended that volunteers bring a book or tablet to pass time. **Drivers must be at least 25 years old and provide a valid driver's license issued by the volunteer's jurisdiction of residency.**

*Dates of Operation: Pre-Friday – Post Monday (November 3 -13)*

**Television Spotters:** Assist Golf Channel with responsibilities including carrying microphones and equipment and relaying for Golf Channel staff. This committee requires some golf knowledge, ability to walk the course/keep pace and minor lifting.

*Dates of Operation: MANDATORY to work Friday - Sunday of tournament week (November 10-12)*

**Uniform Distribution:** Inventory and distribute volunteer apparel and credentials. Responsibilities include management of uniform distribution area, apparel exchanges, sales and returns. Minimal lifting is required.

*Dates of Operation: October 21, 28, and November 4 (Dates are subject to change)*

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**Volunteer Services HQ:** Responsible for the operation and management of Volunteer Headquarters during tournament week (exclusive use of credentialed volunteers). Assist with food and beverage; lunch chits; check-in; maintain clean environment and merchandise sales.

*Dates of Operation: Monday - Sunday of tournament week (November 6-12)*

**Walking Scorers:** Record statistics and scores of players on a Palm Pilot during competition rounds and must be able to walk 18 holes. **MANDATORY** that Walking Scorers work on Wednesday (Nov. 8) and Thursday (Nov. 9).

*Dates of Operation: Wednesday - Sunday of tournament week (November 8-12)*