

PLAYER SERVICES TRAINING



PLAYER SERVICES RESPONSIBILITIES

MONDAY – TUESDAY:

Volunteers will assist PGA TOUR Champions Staff with Player Registration

WEDNESDAY - SUNDAY:

Player and Player Spouse Concierge Service inquiries may include but are not limited to:

- Restaurant recommendations
- Medical needs
- Travel Requests
- Courtesy Car Service
- Dry cleaning/laundry service
- Additional player ticket requests

PLAYER REGISTRATION

LOCATION:

Member Entrance, adjacent to the Player Parking Lot

STAFF:

PGA TOUR Champions Operations Team

TIME/DATE:

Monday 8:00 am – 5:00 pm

Tuesday: 8:00 am – 5:00 pm

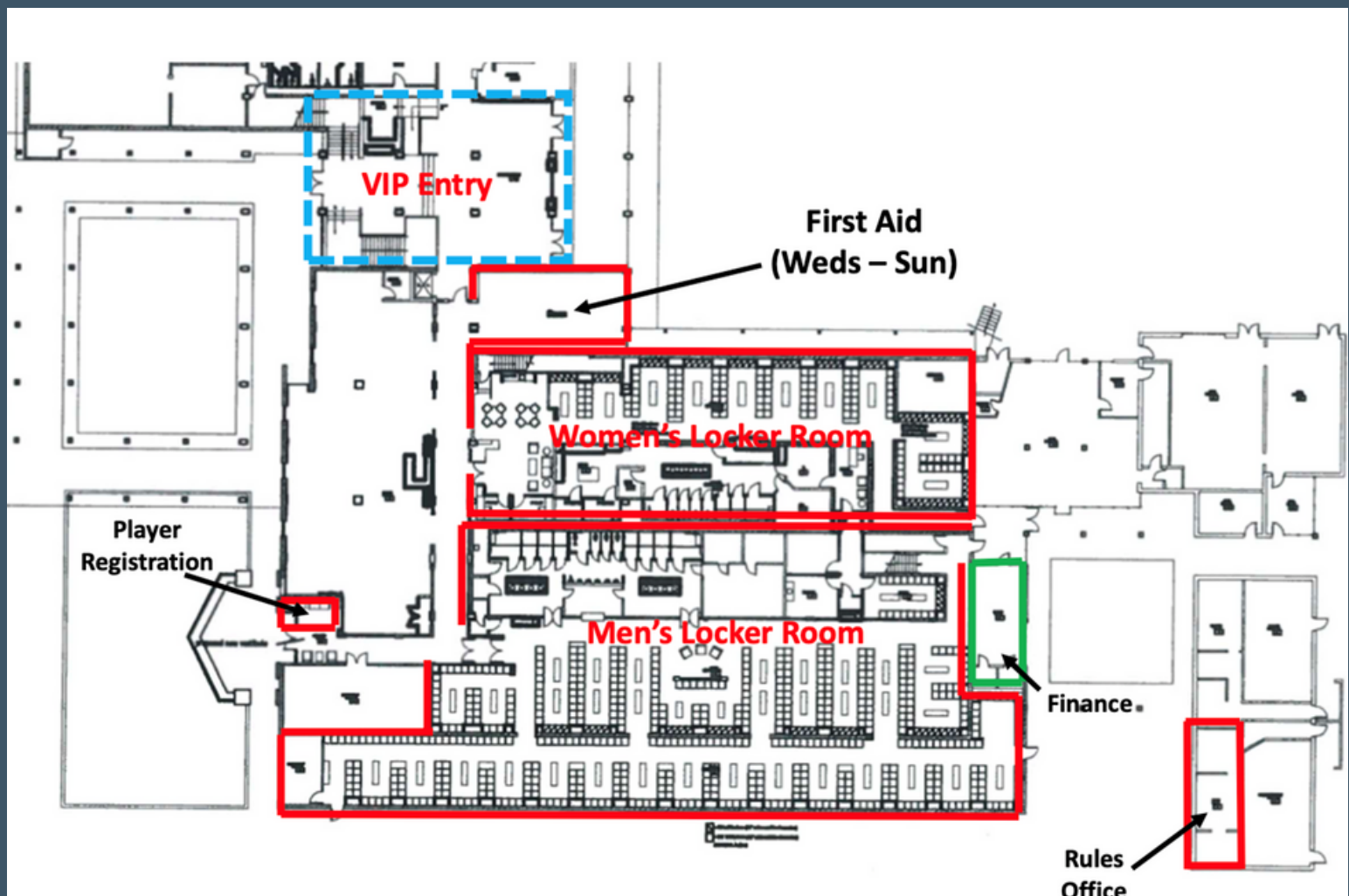
REGISTRATION PROCESS FOR PLAYERS:

- Arrive Phoenix Country Club and immediately register
- Register via iPad
- Receive a Player Packet Including:
 - Player Handbook, Yardage Book, List of Restaurants (provided by host hotels).

Packets will be pre-packed and organized alphabetically by Tournament Staff.

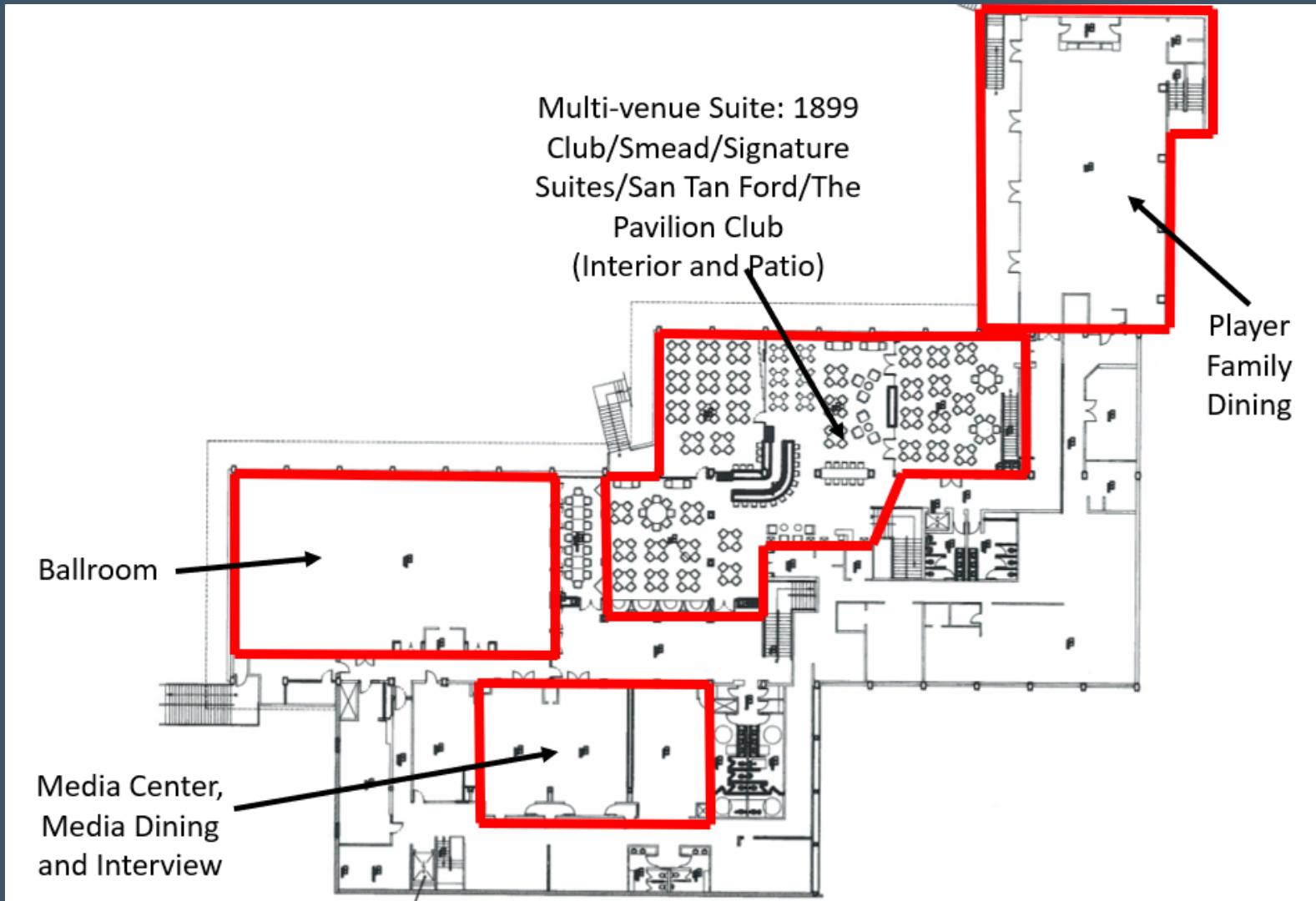
PHOENIX COUNTRY CLUB

FIRST FLOOR

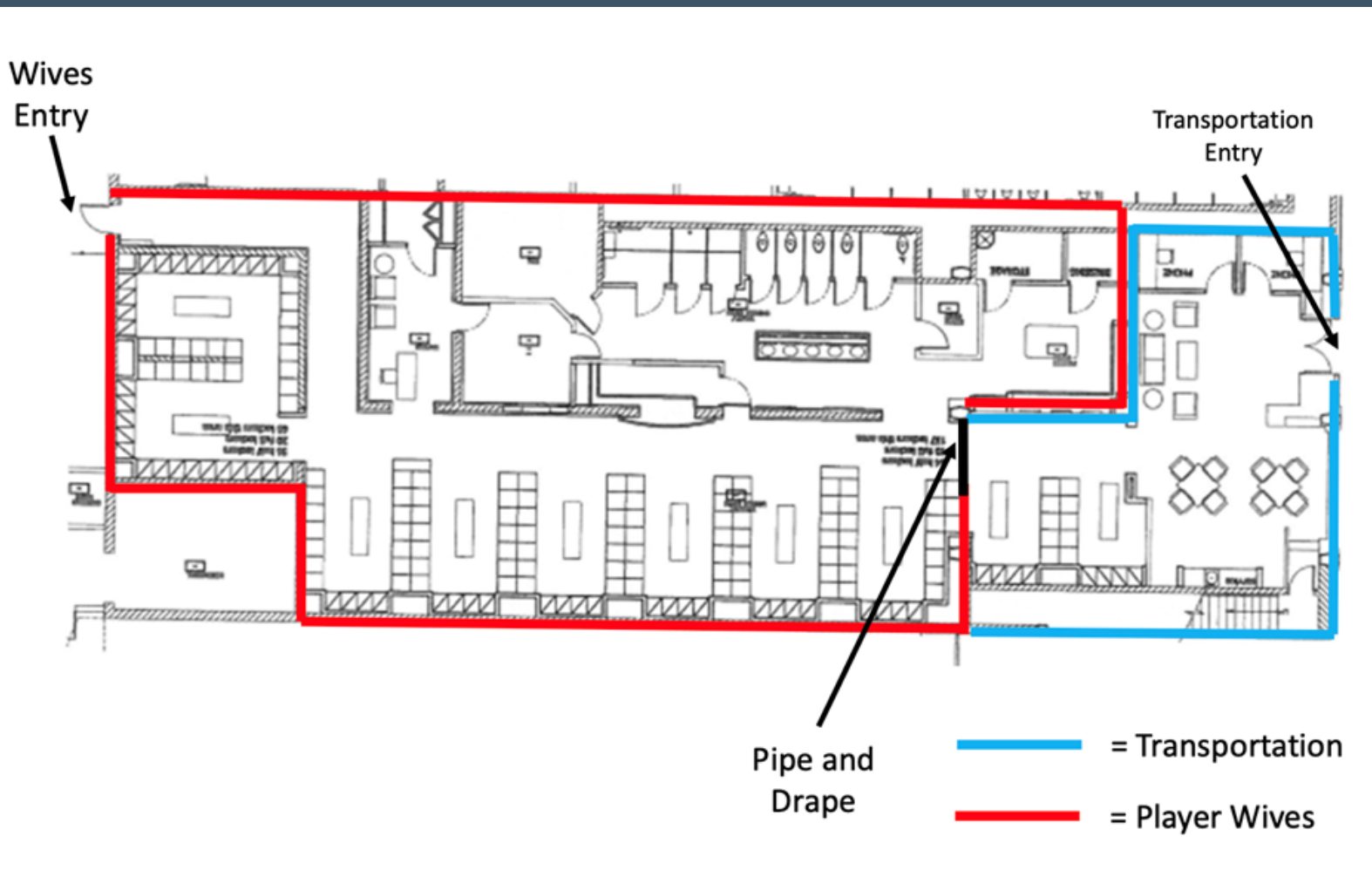


PHOENIX COUNTRY CLUB

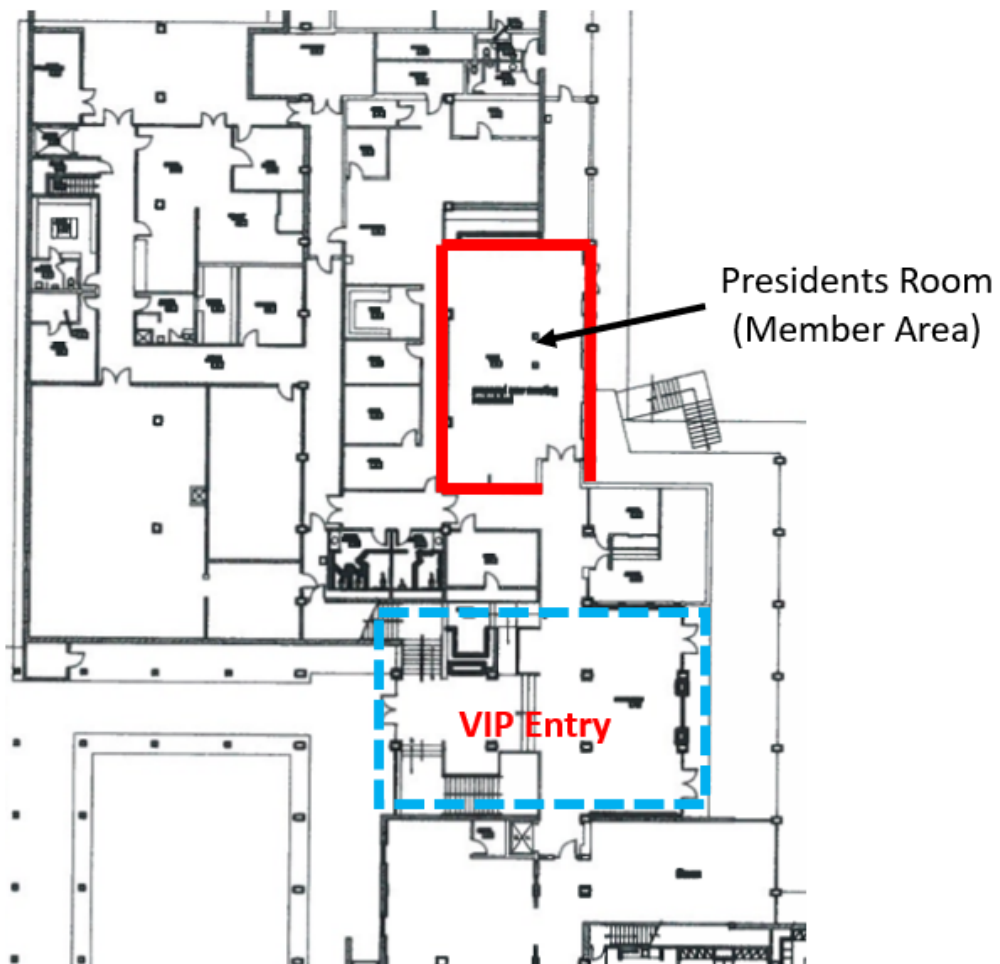
SECOND FLOOR



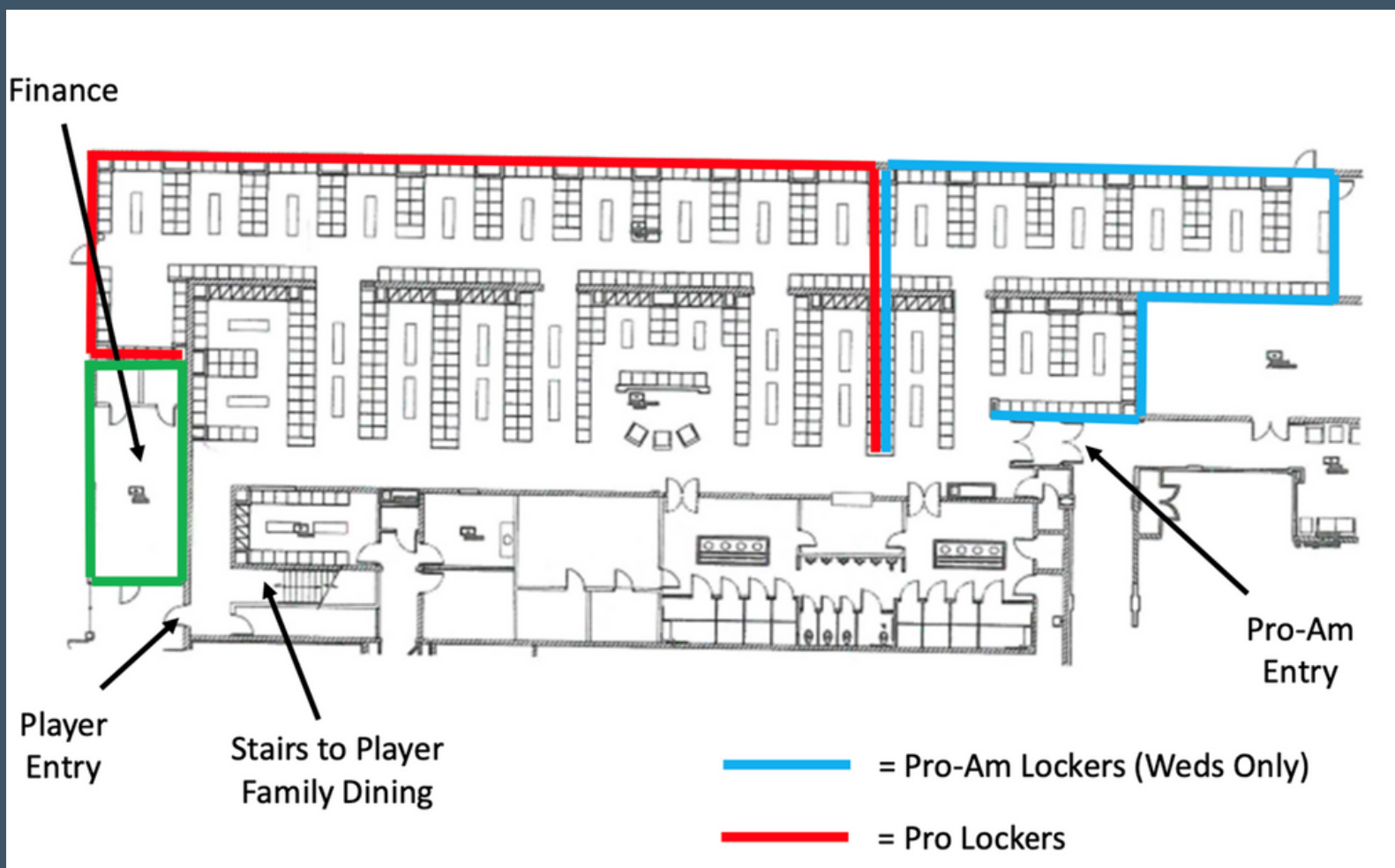
PHOENIX COUNTRY CLUB WOMEN'S LOCKER ROOM



PHOENIX COUNTRY CLUB PRESIDENTS ROOM



PHOENIX COUNTRY CLUB MEN'S LOCKER ROOM



PLAYER COURTESY CARS

- Courtesy cars will be provided by San Tan Ford for the 2025 Charles Schwab Cup Championship Player Transportation.
- Each PGA TOUR Champions professional will receive one (1) courtesy car the week of the tournament.
- TRANSPORTATION COMMITTEE
CHAIRMAN:
 - Andreas Kraemer
transportation@golf-volunteers.com
Cell: 703-395-5856
- PGA TOUR CONTACT:
 - Rachel Goetz
rachelgoetz@pgatourhq.com
Cell: 267-566-9007

PLAYER PARKING

- Players will park in Lot A of the Phoenix Country Club.
- Players will receive a Lot A parking pass if using a personal vehicle, but do not need one if they are driving a tournament-provided San Tan Ford courtesy car.



ACCESS

PLAYER FAMILY DINING:

Located in Champions Grill (Clubhouse, 2nd Floor)

Must have Proper Credentials: "3" Access Code

- Players
- Spouses + Family

LOCKER ROOM:

Must have Proper Credentials: "1" Access Code

- Players
- Manufacturer Reps

PRACTICE FACILITY:

- Players
- ONE (1) Coach, Instructor, Interpreter or Manufacturer Rep allowed with player.

PHYSIO TRAILERS:

- Players ONLY

SCORING:

- Players ONLY

MEDIA FLASH INTERVIEW:

- Players ONLY

PLAYER DINING HOURS

MONDAY, NOV 10th

Breakfast: 7 am - 11 am

Lunch: 11:30 am - 4 pm

TUESDAY, NOV 11th

Breakfast: 7 am - 11 am

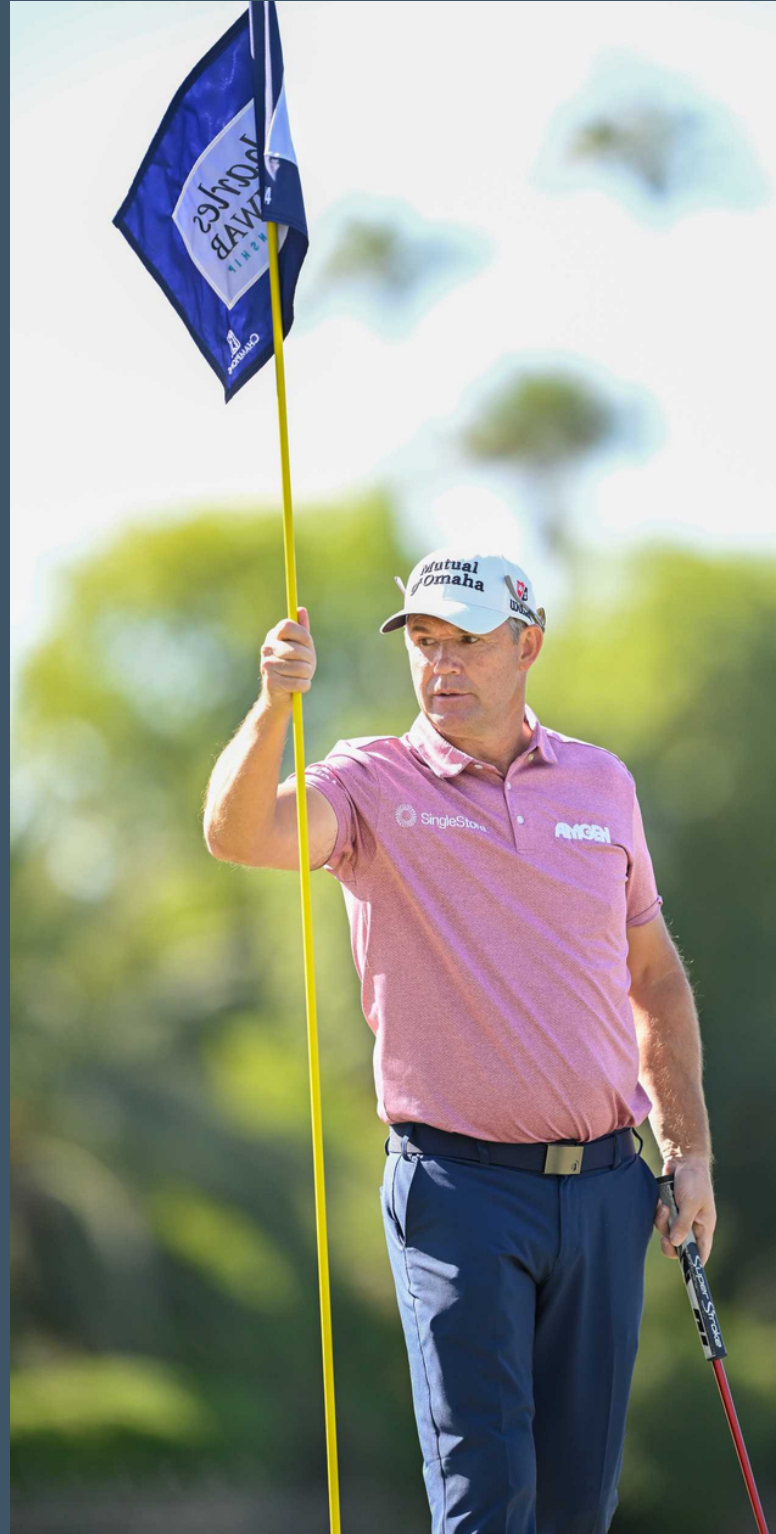
Lunch: 11:30 am - 4 pm

WEDNESDAY, NOV 12th

Breakfast: 5:30 am - 10 am

Lunch: 11:30 am - 4 pm

Appetizers: 4 pm - 6 pm



PLAYER DINING HOURS

THURSDAY, NOV 13th

Breakfast: 7 am - 10:30 am

Lunch: 11:30 am - 4 pm

Appetizers: 4 pm - 6 pm

FRIDAY, NOV 14th

Breakfast: 7 am - 10:30 am

Lunch: 11:30 am - 4 pm

Appetizers: 4 pm - 6 pm

SATURDAY, NOV 15th

Breakfast: 7 am - 10:30 am

Lunch: 11:30 am - 4 pm

Appetizers: 4 pm - 6 pm

SUNDAY, NOV 16th

Breakfast: 7 am - 10:30 am

Lunch: 11:30 am - 4 pm

Appetizers: 4 pm - 6 pm



PRACTICE ROUNDS & GOLF CARTS

- Players or their caddies should visit the Phoenix Country Club Pro Shop with questions.
- To coordinate practice rounds, communicate with Phoenix Country Club golf staff but no need to book times, Players go as they please.
- Players will be permitted to use a golf cart for Practice Rounds and Official Pro-Am Day.
- Player golf carts will be staged adjacent to the Phoenix Country Club Pro Shop.

CONTESTANT HANDBOOK

- Player Services Volunteers will receive a copy of the Player Handbook via email the week of November 10th.
- Volunteers should familiarize themselves with the handbook and all the important details for players including Transportation Hours, Player/Family Dining, Caddie Information, Practice Areas, Medical Needs, etc.



TOURNAMENT RESOURCES

Tiffany Nelson-Thorne

Executive Director

480-707-8275

Kristi Lee Fowlks

Event Service Manager

503-320-4317

Tom Ruscitti

Event Services Intern

609-864-6406

Chandler Stumler

Operations Manager

502-974-7498

Phil Hannaford

Player Services Chairman

480-216-8256



WEATHER SCALE

POLICY	ACTION
ALL CLEAR INCLEMENT WEATHER NOT EXPECTED	No action required
BE AWARE INCLEMENT WEATHER POSSIBLE	- Familiarize yourself with the following: - Evac procedure - Communication plan - Safe Shelter Locations - All tents, services and admissions open
BE PREPARED INCLEMENT WEATHER APPROACHING	- Get yourself prepared for inclement weather - Communicate inclement weather plans to key staff, volunteers, club staff, hospitality clients, shuttles and vendors - All tents, services and admissions remain open
TAKE ACTION INCLEMENT WEATHER	Red level 1: <i>Non-threatening weather</i> - Play suspended or delayed - All tents, services and admissions remain open
	Red level 2: <i>Threatening weather</i> - Play suspended or delayed - Follow appropriate evacuation plans for players, fans and sponsors - Seek safe shelter or stay at own risk - All temporary structure services closed - For Air Quality suspensions, follow appropriate procedures
COURSE CLOSED	- Play suspended for the day - All services and structures closed - Exit premises

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 vehicles as soon as possible.

THANK YOU PLAYER SERVICES!

