

**CHARLES SCHWAB
CUP CHAMPIONSHIP
2020 VOLUNTEER TRAINING**



Name: Charles Schwab Cup
Championship

Date: November 2-8, 2020

Site: Phoenix Country Club

Status: 15 of 15 events on PGA
TOUR Champions in 2020

Pros: 81 PGA TOUR Champions
professionals

Title: Charles Schwab



JEFF MAGGERT
2019 Charles Schwab Cup
Championship Champion

- Limited Spectators for 2020 Tournament
- 360 volunteers this year due to COVID-19
- ALASKA USA Federal Credit Union Golf Event
- Pro-Ams on Wednesday and Thursday will be executed
- Eight hours of global television coverage on Golf Channel



- The tournament has generated over \$5 million since its inception in 2008
- Through the Charles Schwab Cup Championship TICKETS FORE CHARITY program all. Alone, this program has generated over \$1.4 million dollars





Bernhard Langer



Scott McCarron



Ernie Els



VJ Singh



Phil Mickelson

TOURNAMENT WEEK OVERVIEW



<p>Monday, November 2 Practice Rounds after 1:00</p>	<p>7:00 a.m. Volunteer HQ Opens Player Arrivals 8:30 a.m. Alaska USA Federal Credit Union Golf Event-Registration and Breakfast Practice Rounds</p>
<p>Tuesday, November 3 Practice Rounds</p>	<p>7:00 a.m. Volunteer HQ Opens Player Arrivals Practice Rounds</p>
<p>Wednesday, November 4 Official Pro-Am</p>	<p>5:30 a.m. Volunteer HQ Opens Morning Wave: 6:00 a.m. Registration/ Driving Range 7:00 a.m. Official Morning Tee times (1st and 10th Tee) Afternoon Wave: 10:00 a.m. Registration/ Driving Range 11:20 a.m. Official Afternoon Tee Times (1st and 10th Tee)</p>
<p>Thursday, November 5 Official Pro-Am</p>	<p>5:30 a.m. Volunteer HQ Opens Morning Wave: 6:00 a.m. Registration/ Driving Range 7:00 a.m. Official Morning Tee times (1st and 10th Tee) Afternoon Wave: 10:00 a.m. Registration/ Driving Range 11:20 a.m. Official Afternoon Tee Times (1st and 10th Tee)</p>
<p>Friday, November 6 Tournament Competition Round One</p>	<p>7:00 a.m. Volunteer HQ Opens 10:00 a.m. First Round of Competition (Approx. Times off 1st and 10th Tee) Golf Channel Coverage 4:00 p.m. – 6:30 p.m. EST/ 2:00 p.m. – 4:30 p.m. MST</p>
<p>Saturday, November 7 Tournament Competition Round Two</p>	<p>7:00 a.m. Volunteer HQ Opens 10:00 a.m. First Round of Competition (Approx. Times off 1st and 10th Tee) Golf Channel Coverage Broadcast 4:00 p.m. – 6:30 p.m. EST/2:00 p.m. – 4:30 p.m. MST</p>
<p>Sunday, November 8 Tournament Competition Final Round</p>	<p>7:00 a.m. Volunteer HQ Opens 10:00 a.m. First Round of Competition (Approx. Times off 1st and 10th Tee) Golf Channel Coverage Broadcast 4:00 p.m. – 6:30 p.m. EST/2:00 p.m. – 4:30 p.m. MST</p>

COURSE MAP



VOLUNTEER OVERVIEW





VOLUNTEER APPRECIATION

SPONSORED BY



Official *Sponsor* of the PGA TOUR

ADULT VOLUNTEER PACKAGE

- One (1) Volunteer Credential
- One (1) Parking Pass Lot 2
- One (1) Greg Norman golf polo
- One (1) Greg Norman jacket
- One (1) Baseball cap or visor
- One (1) Clear Tote
- One (1) PPE package including face masks, wipes and hand sanitizer

All volunteers are required to wear the official 2020 Charles Schwab Cup Championship volunteer uniform and credentials while volunteering.

COME PREPARED FOR THE WEATHER!



Volunteer Clear Tote



Volunteer Baseball Hat



Volunteer WOMEN Polo



Volunteer MEN Polo



Volunteer WOMEN Visor



Volunteer Unisex Visor



Volunteer WOMEN Jacket



Volunteer MEN Jacket

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

Location: Phoenix Country Club

2901 North 7th Avenue
Phoenix, AZ 85014

East Tennis Courts

Follow Directional Signage

Dates & Times:

- October 23rd

12:00 p.m. – 7:00 p.m.

- October 24th

9:00 a.m. – 3:00 p.m.

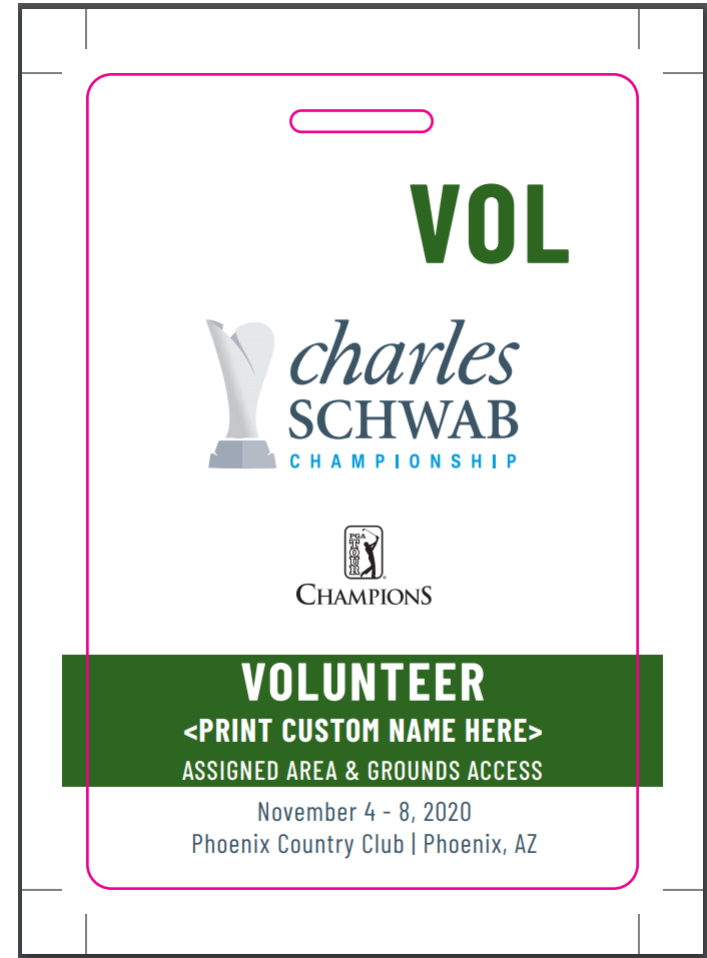
- October 31st

9:00 a.m. – 1:00 pm

**Volunteers will NOT be able to pick up uniforms during
Tournament Week**

WEAR A MASK | SOCIAL DISTANCE

- 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 6 – Sunday, November 8



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.**

WEAR A MASK | SOCIAL DISTANCE



VOLUNTEER PARKING HOURS

Monday, November 2 nd	LOT 2 CLOSED TO VOLUNTEERS *selected volunteer committees will park on property
Tuesday, November 3 rd	LOT 2 CLOSED TO VOLUNTEERS *selected volunteer committees will park on property
Wednesday, November 4 th	4:00am – 8:00pm
Thursday, November 5 th	4:00am – 8:00pm
Friday, November 6 th	5:00am – 8:00pm
Saturday, November 7 th	5:00am – 8:00pm
Sunday, November 8 th	5:00am – 8:00pm

- **TEMPERATURE SCREENING:** Prior to exiting their vehicle in Lot 2, volunteers will be screened and must register a temperature of 100.4°F or lower.
- **QUESTIONING:** In addition to temperature screening, volunteers will be asked a series of questions to ensure they aren't exhibiting symptoms of COVID-19 or been in contact with anyone with symptoms.
- **DAILY WRISTBAND:** After screening, volunteers will receive a daily security checked wristband which must be worn while on tournament grounds.

If a volunteer does not feel well or registers a high temperature prior to their shift, they must stay home. They are asked to contact their Committee Chairman immediately.



SAFETY GUIDELINES



**KEEP SOCIAL DISTANCING
OF AT LEAST 6 FEET**



**USE HAND SANITIZER THAT HAS A
MINIMUM OF 60% ALCOHOL**



**WEAR A MASK WHEN YOU ARE
NOT ABLE TO SOCIALLY DISTANCE**



**COVER ALL COUGHS AND
SNEEZES**



**WASH HANDS FOR 20 SECONDS
OR MORE**



STAY HOME IF YOU FEEL ILL

TOP 10 SAFETY GUIDELINES

1. Wear comfortable, close-toed, 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

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



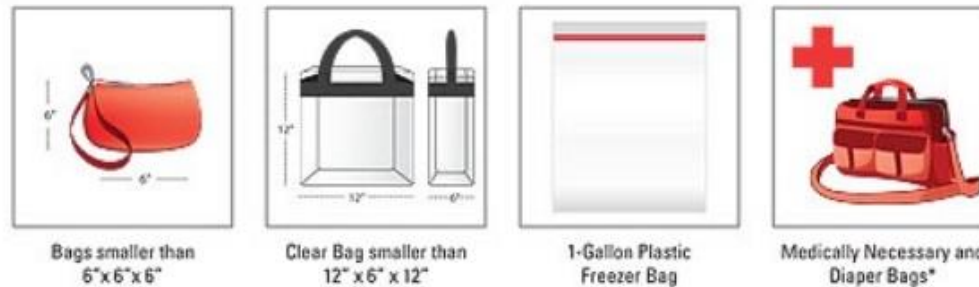
YOU MAY NOT BRING

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



**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)

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)

- 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

FOR MORE INFORMATION GO TO PGATOUR.COM/ProhibitedItems

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



VOLUNTEER APPRECIATION

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Food & Beverage Hours:

Day	Meals	Hours of Operation
Monday, November 2	Breakfast	7:00 a.m. – 10:30 a.m.
	Lunch	11:00 a.m. – 2:30 p.m.
Tuesday, November 3	Breakfast	7:00 a.m. – 10:30 a.m.
	Lunch	11:00 a.m. – 2:30 p.m.
Wednesday, November 4	Breakfast	6:00 a.m. – 10:30 a.m.
	Lunch	11:00 a.m. – 3:00 p.m.
Thursday, November 5	Breakfast	6:00 a.m. – 10:30 a.m.
	Lunch	11:00 a.m. – 3:00 p.m.
Friday, November 6	Breakfast	7:00 a.m. – 10:30 a.m.
	Lunch	11:00 a.m. – 3:00 p.m.
Saturday, November 7	Breakfast	7:00 a.m. – 10:30 a.m.
	Lunch	11:00 a.m. – 3:00 p.m.
Sunday, November 8	Breakfast	7:00 a.m. – 10:30 a.m.
	Lunch	11:00 a.m. – 3:00 p.m.



- 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

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

- 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

Volunteer Handbook

And

Volunteer Website

<http://volunteers.charlesschwabcupchampionship.com/>

QUESTIONS?

Contact Kristi Lee Fowlks, Tournament Services Manager

KristiLeeFowlks@pgatourhq.com

Office: 480.237.2100 x 14

Cell: 503.320.4317

&

Gabi Viera, Volunteer Tournament Service Intern

gabiviera14@gmail.com

Cell: 909.702.0693

THANK YOU!