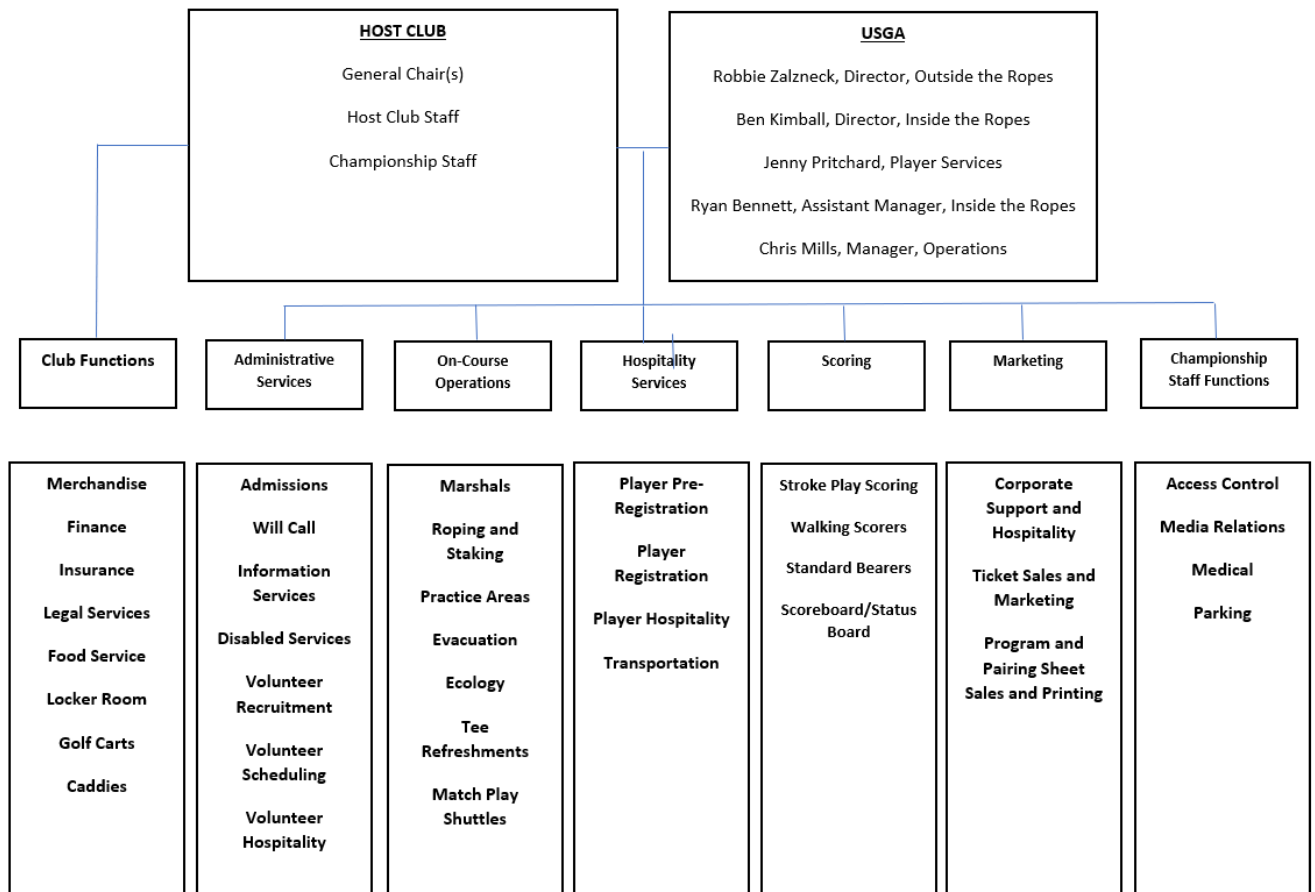


VOLUNTEER STAFFING / COMMITTEES

The Host Club is responsible for all aspects of the Volunteer Program including recruiting, processing, training, and staffing the committees. The volunteer program is a large undertaking and should begin approximately one year prior to the championship. The USGA will assist the Host Club develop all aspects of the volunteer program.

VOLUNTEER ORGANIZATION CHART

Developing an organizational chart for the championship is a great way to divide the many responsibilities associated not only with the volunteer program but also the entire championship operation. Organizational charts also are meant to describe the flow of communications related to all aspects of the championship operation. A sample Championship Organizational Chart as follows:



VOLUNTEER COMMITTEE CHAIR POSITIONS

Each area of responsibility within an organizational chart should be assigned to a point person, referred to as a Committee Chair. One individual can oversee many areas and thus become a Chair of several functions. Each Chair should have some free time as their area(s) of responsibility can be demanding. Attending several rounds of planning meetings, planning the operational area(s), overseeing the volunteer committee and ultimately being onsite during the championship to see that plans are put into operation are all important duties for each Chair.

VOLUNTEER STAFFING

Ultimately, each Host Club will have a unique volunteer staffing requirement. The USGA will assist the Host Club with reviewing each function and determining an appropriate number of volunteers for that function. In general terms, a starting point for each committee is below:

COMMITTEE	CHAIRMAN	REQUIRED
General Chair(s)	1	1
Club Functions	1	1
Merchandise		<u>20</u>
		21
Administrative Services	1	1
Admissions and Will Call		25
Info. Services and Disabled Services		20
Volunteer Services		<u>20</u>
		66
On-Course Operations	1	1
Marshals / Roping and Staking		300
Practice Areas		15
Evacuation		10
Course Ecology		25
Tee Refreshments		15
Match Play Shuttles		<u>10</u>
		376
Hospitality Services	1	1
Player Registration		5
Player Hospitality		10
Transportation		<u>50</u>
		66
Scoring	1	1
Walking Scorers		150
Standard Bearers		35
Status Boards		<u>30</u>
		216
Marketing	1	1
Corporate Support and Hospitality		25
Ticket Sales and Marketing		5
Program / Pairing Sheet Sales and		<u>5</u>

Championship Staff Functions	USGA and Club
Access Control	20
Medical	<u>10</u>
	30
	<u><u>811</u></u>
VOLUNTEER TOTALS:	

VOLUNTEER COMMITTEE DESCRIPTIONS

Merchandise

Volunteers will assist in sales of U.S. Amateur merchandise in the pro shop or in temporary locations around the grounds.

Admissions & Will Call

Volunteers will be responsible for the sale of tickets to the general public arriving on site during the week of the championship. Admissions and Will Call Volunteers will also be responsible for the distribution of daily tickets/credentials to pre-registered authorized guests and various groups who receive complimentary admission.

Information Services

Volunteers will be responsible for greeting fans as they arrive, answering any specific questions they have and distributing Tee Time sheets.

Disabled Services

Volunteers will oversee the distribution of mobility scooters to disabled fans near the main entrance gate.

Volunteer Services

Volunteers will be responsible for greeting other volunteers as they arrive, answering any specific questions they have and overseeing their hospitality area. This committee may help the Host Club staff with developing the overall volunteer program as well.

Marshals

Marshals are responsible for maintaining fair playing conditions for the players during the competition. Marshals will give specific instructions to the gallery throughout the golf course. Marshals will also serve as forecaddies at all landing areas to help spot stray golf balls as well as facilitate the flow and movement of players, caddies, officials and the media.

Practice Areas

Volunteers are responsible for assisting the Host Club staff with the management of the practice areas. Specific duties may include access control in the practice areas, distribute practice balls as necessary and place name placards behind each player.

Evacuation

Volunteers will assist in the evacuation of players and designated officials off the golf course by driving vehicles to the clubhouse area when play is suspended. **To volunteer on this committee, a person must be over 25 years of age and have a valid driver's license. Additionally, members of this committee**

must have their driving history reviewed through a third party vendor (USGA relationship) or local authorities.

Course Ecology

Ecology may or may not end up being a volunteer function. If so, these volunteers will keep the grounds tidy by monitoring and servicing trash and recycle receptacles around the golf course.

Tee Refreshments

Tee Refreshments may or may not end up being a volunteer function. If so, these volunteers will place water coolers filled with bottled water on all tee boxes prior to play beginning each day. On the 1st and 10th tees as necessary, snacks and sports/soft drinks will also be available to players. These refreshments will need to be monitored throughout the day and replenished as necessary.

Match Play Transportation

Once match play begins on Wednesday, transportation should be available for players if their match ends on the course (outside of walking distance to the clubhouse). Volunteers will use multi-passenger carts to provide this service.

Player Registration

Volunteers may be needed to assist with the Player Pre-Registration and Registration (onsite) as necessary.

Player Hospitality

Volunteers staff each player hospitality location and provide information (such as transportation) and other helpful services to players and their families.

Transportation

Volunteers will transport players, family members, caddies, USGA officials, and Future Sites guests to and from the golf courses, the airport, and the official hotels. **To volunteer on this committee, a person must be over 25 years of age and have a valid driver's license. Additionally, members of this committee must have their driving history reviewed through a third party vendor (USGA relationship) or local authorities.**

Walking Scorers

Volunteers will record accurate hole-by-hole scores/results and confirm the status of a designated match and transmit this information to Scoring Central via handheld computer. A knowledge of golf, a comfort level with computers and being able to physically walk 18 holes at a steady pace regardless of weather conditions are important for these volunteers.

Standard Bearers

Volunteers carry a scoring sign signifying the status of a designated match during the championship. Being able to physically walk 18 holes at a steady pace regardless of weather conditions is important for these volunteers.

Scoreboard/Status Boards

Volunteers will assist with the operation of the public scoreboard and operate manual status boards at various sites throughout the course (post information received via handheld computer). Volunteers may have to climb ladders and work on elevated platforms.

Corporate Support and Hospitality

Volunteers will serve on a committee to help facilitate corporate support for the championship. During the week, they will interact with supporters and assist them in their hospitality areas.

Ticket Sales

Volunteers will serve on a committee to help facilitate general ticket sales for the championship. During the week, they may work with the Admissions and Will Call committee with their duties.

Program and Pairing Sheets

Volunteers will serve on a committee to help facilitate advertising sales and the development of each piece. During the week, they may assist with the distribution of each piece.

Access Control

Some volunteers will be stationed near the championship entrances and the clubhouse to ensure that all persons entering the property are displaying appropriate tickets/credentials for admissions and to check for items not allowed at the championship in accordance with the USGA policy. Volunteers may also be stationed at specific facilities such as the clubhouse to allow proper credentials to enter.

Parking

Volunteers will work under the direction of the Parking Committee. Volunteers will be assigned at the entrances of the parking lots to direct traffic, ensure appropriate parking passes are displayed and other duties as needed.