

# **VOLUNTEERS**

## **Volunteer Package**

When developing the volunteer program, the Host Club should create a volunteer package that is simple, affordable and easy to manage. Some items to consider are below when developing this package.

## **Volunteer Meals**

Volunteers should have access to complimentary meals for each shift they work. It is reasonable to expect to provide breakfast or lunch to each volunteer depending on the timing of their shift. Breakfast can consist of grab-and-go style breakfast items (fruit, muffin, bagel, etc.) and coffee. Lunch should be a more hearty meal usually consisting of a sandwich, side item and a soft drink or water.

Meals may be available in different ways. Two common ways are:

**Volunteer Only Dining** – A facility may be dedicated to volunteers at a championship. Within this facility, volunteers can be served the appropriate meal depending on the time of day.

**Volunteer Vouchers** – As volunteer assignments are spread throughout the championship grounds, it may not be feasible to offer a convenient volunteer area. As an alternative, vouchers can be issued to each volunteer that are redeemable at primary dining.

At all times, access to drinking water should be available to volunteers. Please do not count on the player water on the tees to serve volunteers. A different system should be developed.

## **Volunteer Golf**

Volunteers will often ask if a round of golf at the Host Club (and/or Co-Host) is included in the volunteer package. The USGA will take no official stance to this question other than it is not a USGA requirement. Host Clubs may offer golf as an added value to entice volunteers to register but it is not always necessary.

## **Volunteer Uniform**

Volunteers should wear a special uniform during all times they are working. This uniform should be distinct so that volunteers are readily recognizable at all times. The uniform can consist of items such as a golf shirt, jacket, hat, visor, etc. The uniform can vary depending on Host Club preferences but the local climate should always be a factor. The uniform should never contain any corporate logos or other marks.

Some other guidelines for the volunteer uniform are:

### **1. Uniforms Must be Approved by USGA**

- Samples of the volunteer uniform pieces for each championship must be submitted to the USGA Licensing Department for approval in advance of production.
- The “uniform” includes all apparel, headwear and accessories with championship trademarks.
- Approval by USGA is critical and necessary, so we can ensure vendor brand marks are minimal and focus is on the championship.
- Adhering to the approval process and guidelines will enable the USGA to continue to allow minimal vendor brand marks on uniforms in the future.

### **2. Uniform Approval Process**

Step 1: Host Club selects uniform vendor.

Step 2: Vendor designs all uniform pieces including apparel, headwear and accessories.

Step 3: Host Club approves sample of uniform.

Step 4: Host Club/vendor submits sample uniform designs to the USGA.

Step 5: The USGA Championship Director submits sample uniform designs to Licensing Dept.

Step 6: Licensing Dept. and USGA Championship Director review.

Step 7: Licensing Dept. sends approval/revisions needed to the USGA Championship Director.

Step 8: USGA Championship Director communicates USGA approval/revisions needed to Host Club.

### **3. Vendor Selection**

- Host Clubs should begin process 18 months in advance of championship.
- Host Club may select the Uniform Vendor(s) at their discretion.
- The USGA has an Official Outfitter – Ralph Lauren – but the Host Club is not obligated to use RL. The USGA would like the Host Club to at least consider Ralph Lauren as a candidate.
- Vendor Brand Marks are permitted with certain provisions, as noted in the guidelines attached.

### **4. Vendor Brand Mark Guidelines**

- One vendor brand mark is permitted on the outside of each uniform piece, provided all of the following criteria is met:
  - Mark is in a secondary position and does not distract from the championship logo or trademark (e.g. if championship logo is on the left chest, vendor brand mark can be on the sleeve or back yoke);
  - Mark fits within the dimensions shown; AND
  - Mark is not larger than half the size of the championship logo or trademark.

### **5. Merchandising Regulations**

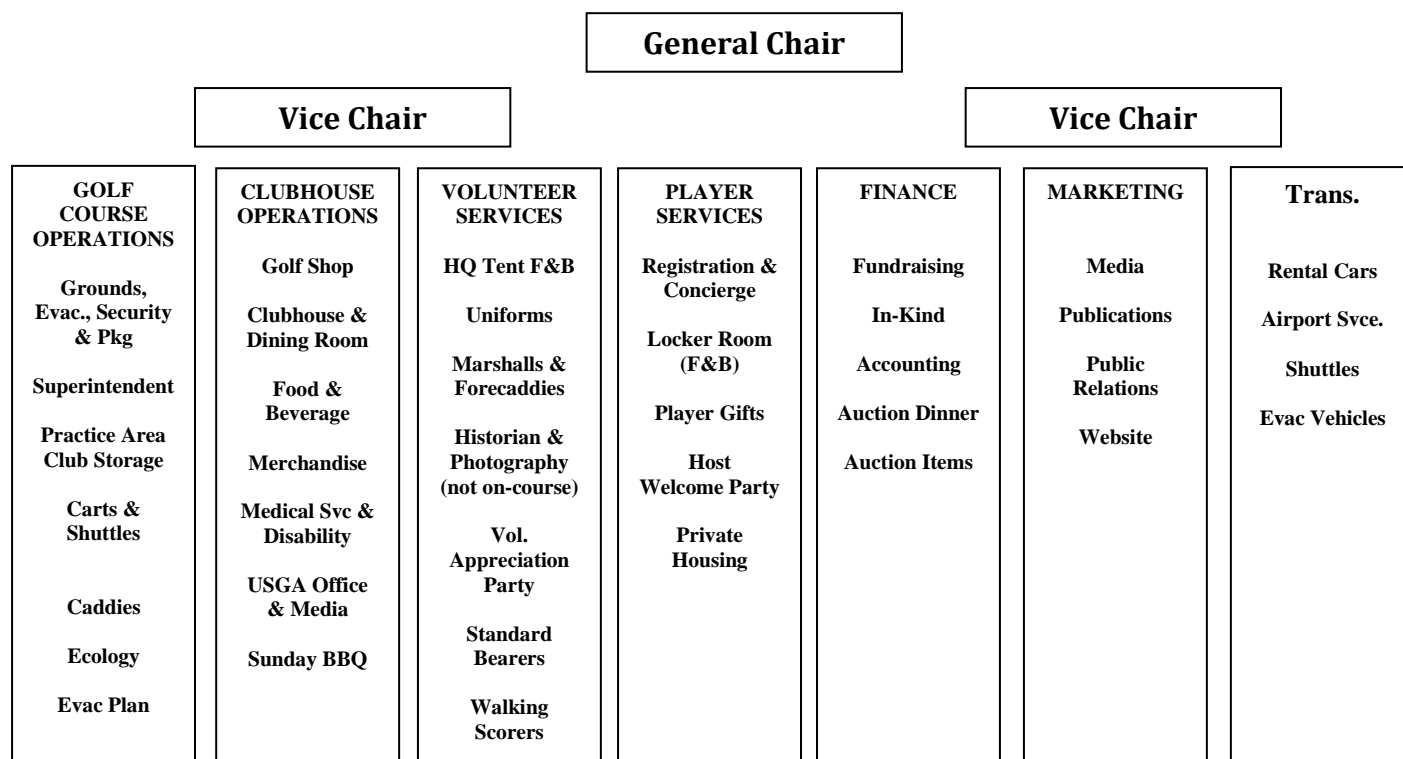
- The Merchandise Regulations details USGA policies regarding products bearing USGA Championship logos and trademarks. It is a tool to assist host clubs and licensed manufacturers in preparing for USGA championships and will hopefully answer many questions that arise. The volunteer uniform process is included within the Merchandise Regulations as well.

## 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 Organizational 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 (once filled out, this chart should also be accompanied by a spreadsheet of contact information for all chairs):



## 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 & Schedule

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: Not intended to be complete.

Committee		Volunteer(s)
Registration	Including Tours	15 people
Forecaddies	Stationary / Walking	2 per hole with two shifts per day / 1 per group with extras on call
Walking Scorers	Stroke Play & Match Play	See below table
Stationary Scorers	Stroke Play (If not walking)	1 per hole with two shifts per day
Parking Attendants	If Needed	As Needed
On Course Shuttles	If Needed	As Needed
On Course Ecology	Stroke Play & Match Play	2 per 9, per course

## Walking Scorers

During stroke play and match play, a scorer will walk with each group or match and record hole by hole scores on a tablet provided by the USGA. During stroke play, each walking scorer will be provided an unofficial scorecard to assist them in tracking the scores of each player in the group. During match play, a USGA referee assigned to each match will announce the official hole scores of each player as well as and status of the match after each hole. The walking scorer will then input the scores into the tablet.

Online training videos for walking scorers will be made as the championship draws near. If any volunteers would like hands-on training, this can be provided on site just prior to their assignment. It is preferred that walking scorers will work more than one round and that no one will be doing their first walking scorer assignment after the second round of match play. Under no circumstances will a walking scorer be allowed to be assigned the last three rounds that have not had a walking scoring assignment during one or both of the first two days of match play.

<b>WALKING SCORERS VOLUNTEER SCHEDULE</b>		
<b>Date(s)</b>	<b>Details</b>	<b>Number of Hand-Held Scorers (Volunteers) Needed *</b>
Saturday	Stroke Play Round 1	88
Sunday	Stroke Play Round 2	88
Monday	Match Play Round of 64	32
Tuesday	Match Play Rounds of 32 & 16	16/8
Wednesday	Match Play QF & SF	4/2
Thursday	Final Match (Morning/Afternoon)	1/1
* The scheduling should be done so that the volunteer checks in and gets final instructions 30-45 minutes ahead of their assigned group's starting time. If a volunteer is late, someone who arrives early for a subsequent group can be moved up. Consult the official schedule for the times of each round, but note that they are subject to change because of matches going extra holes, weather or other reasons.		

## Forecaddies

Forecaddies are responsible for maintaining fair playing conditions for the players during the competition at all landing areas to help spot stray golf balls as well as facilitate the flow of movement for players, caddies, officials and the media. Providing 1 walking forecaddie with each group both in stroke play and match play has become a popular method, with supplemental stationary forecaddies on certain holes that benefit from 2 forecaddies due to difficult conditions or topography.

Forecaddies are responsible for promoting physical safety and enjoyment of the championship for the gallery. The volunteer should be physically fit to walk 18-holes. Additional forecaddies may be necessary for the quarterfinals through the final match for gallery control. Two or three forecaddies either holding a line of rope (25' to 30' in length) or maintaining a "human line" should accompany each match in case it is needed to keep the gallery 10 yards away from the players. It is okay for the gallery to walk along in the fairway with players. Forecaddies must assure the gallery does not interfere with the group they are watching or the group behind them.

## **Miscellaneous Volunteer Responsibilities**

### **Information Services**

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

### **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.

### **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, the USGA and/or Host Club may take actions to check each person's driving history.

### **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 as well as refilling coolers on-course.

### **Tee Refreshments**

If a volunteer function, 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 Monday, 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

### **Walking Scorers**

Volunteers will record accurate hole-by-hole results and confirm the status of a designated group or 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.

### **Corporate Support and Hospitality**

Volunteers will serve on a committee to help facilitate corporate support for the championship.

### **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.

### **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.

### **Volunteer Training**

Online video training will be available for the following volunteer positions:

- Forecaddies
- Walking Scoring
- Scoreboard

## Volunteer Application Standard Language

The following should be included in any volunteer registration material and collected accordingly.  
Volunteer application standard language

Are you 18 years of age or older?

Yes  No

If not, application must be signed by a parent or guardian and submitted via hard copy, not online.

Have you ever been convicted of a crime?  Yes  No

If you have been convicted of a crime, we will send you a confidential questionnaire about your conviction that must be completed and returned before your application will be considered.

Do you now or have you ever had a restraining order issued against you?

Yes  No

If you answered yes, we will send you a confidential questionnaire that must be completed and returned before your application will be considered.

**Signature:** \_\_\_\_\_

My signature below indicates my acknowledgement that the USGA and the [**Insert Host Club**] may undertake an official background check and/or review. It also confirms my understanding that my volunteer position is not guaranteed, nor if granted, guaranteed for any length of time and that the USGA and the (**Insert Host Club**) may deny or end my volunteer opportunity at any time, for any reason, with or without prior notice. My signature below further acknowledges that I acknowledge the assumption of risk and consent for use of likeness during my attendance at the Championship as a spectator, which will also be available at ([Insert website](#)) and/or posted on signage at the Championship.

Signature of Applicant: \_\_\_\_\_

As parent or guardian of the applicant, I hereby certify that the application is submitted with my approval and consent. In case of medical emergency occurring during this Championship, I authorize a qualified medical professional to take all necessary measure in treatment of this applicant.

Signature of Parent or Guardian: \_\_\_\_\_ Relationship to Applicant: \_\_\_\_\_

The collection and use of your personal information is subject to the USGA Privacy Policy found at [www.usga.org](http://www.usga.org)

(**Insert Host Club**) does not discriminate in the selection among volunteer applications on the basis of race, color, age, gender, national origin, religion or disability.