

## 2022 3M Open Volunteer Committee Descriptions

**Admissions and Will Call-** Serves as the official welcome committee for all spectators, greeting them as they arrive by bus or on foot from the adjacent neighborhoods, serve as the Will Call service, sell tickets, scan tickets and assist with overall entrance duties at the Main Entrance and all auxiliary entrances.

**Ambassadors-** Serve as the greeters of the tournament and handout tournament programs and pairings guides. Provide directions, answer questions, and tournament information to spectators at the main entrance and various locations throughout the course.

**Caddie Services (FULL)-** Assist with professional caddie registration, maintain caddie lounge area and act as a concierge for the caddies. Distribute and collect caddie bibs and towels daily.

**Cart Management-** Oversee the distribution and maintenance of golf carts. Volunteers will sign in/out golf carts to authorized personnel and charge all carts at the end of each day. Requires early mornings and late nights. Please note: must be at least 16 years of age to operate a golf cart.

**Communications (FULL)-** Oversee the daily distribution of tournament radios. Inventory radios upon return at the end of each day and charge them for the next day.

**Corporate Hospitality-** Greet guests, check credentials, and provide wristbands to clients at hospitality locations. Provide information and support to hospitality hosts and their guests, ensuring the tournament supporters have a positive and memorable experience. Communicate any needs to the tournament staff.

**Evacuation-** Responsible for evacuating players and designated officials off the course by driving vehicles to a predetermined area if play is suspended. Must be over 21 years of age and have a valid driver's license.

**Fan Experience-** Help out in Fan Village or other areas around the course to help us exceed our guest's expectations and ensure they have a great experience!

**Finance (FULL)-** Assist John Scanlon, tournament accountant, with distributing and inventorying money for admissions/tickets and volunteer headquarters. Manage the PGA TOUR professional finance station and assist professionals with cashing checks.

**Gallery Management:** (Formerly known as **Marshals**)- Gallery Management Ambassadors are given a unique inside and outside the ropes tournament experience. They are responsible for managing gallery noise & traffic; ensuring the safety of our guests by reinforcing health & safety policies; leading by example; and providing a world class guest experience. Gallery Management Ambassadors are assigned to the teeing area, fairway and green of a specific hole (1-18), or to high traffic areas such as practice locations, cross walks, and hospitality areas. Marshals should know the surrounding area of their assigned hole and provide spectators with general information as needed.



**Gallery Management: Rover-** Similar to Gallery Management Ambassadors, Rovers will be assigned to volunteer anywhere on the course, either on a hole or player/spectator heavily trafficked area.



**Media Center (FULL)-** Assist with registration and welcoming of local, national and international media. Work with media staff to answer media inquiries, distribute paper materials and provide an ideal working environment for on-site media. Volunteers may be asked to chauffeur media officials throughout the golf course during tournament days.

**On-Course Distribution (FULL)-** Distribute and replenish drinks, ice and snacks to all holes on course and other various locations including driving range, scoring tents, volunteer headquarters, etc. Deliver tournament programs and pairings sheets to pairings box locations, main entrances, clubhouse, corporate tents, etc. Volunteers must be able to perform moderate to heavy lifting. Must be able to navigate a golf cart in high traffic areas. Must be willing to volunteer a minimum of two (2) full days or four (4) half days.

**Player Services (FULL)-** Greet professionals at the airport and work with the transportation committee to get them to the correct vehicle. Assist with professional player registration. Acts as a concierge for the players and handle general hospitality inquiries from players and their families. Assist with ticket requests, mailings, etc. for PGA TOUR professionals.

**Practice Facilities(Waitlist)-** Oversee the day to day operations of the practice facility including the driving range, putting green, chipping green and sand trap as well as the surrounding spectator areas. Responsible for the set up and tear down of the practice facility. As PGA TOUR professionals enter and exit the range, volunteers are responsible for setting up nameplates, providing players with golf balls and any other general assistance. Volunteers will help marshal the practice facility area as well as allowing properly credentialed people in the area. This position works outside all day and volunteers must be comfortable with and prepared for all weather conditions. Due to the nature of the event, morning shifts will start early and afternoon shifts may end late.

**Pro-Am(FULL)-** Assist tournament staff with pro-am registration, parties, and gift distribution. Volunteers provide numerous support functions on pro-am days including, but not limited to, bag handling, tee time assistance, and awards presentation. Pro-am volunteers will assist in running the Draw Party in the evening on Tuesday, July 20th.

**Competition Support: Walking Scorers (FULL)-** The Walking Scorer role is a prestigious and critical ShotLink volunteer position that requires mental and physical stamina, attention to detail, and a thorough understanding of the game of golf. The walking scorer accompanies a group of up to 3 players in order to keep their score, track specific statistics, and provide real-time data that informs all aspects of the ShotLink system. Walking scorers should have the physical ability to easily keep pace with their group across all 18 holes without a break and in



varying weather conditions (for reference, 18 holes will vary from 5-6 miles or roughly 12,000 steps). They should be comfortable using the handheld digital device they will be issued for data capture, as well as the voice radio with a headset that allows for constant communication with the ShotLink staff.

Requirements to be a Walking Scorer:

- Must complete a 1 Hour online training course.
- Must attend a 1 Hour in-person training that occurs prior to tournament week.
- Must complete ShotLink disclosure form.
- Must be 18 or over.
- Should be available for the Wednesday Pro-Am and at least two additional tournament days.

**Competition Support: Location-Based Operators (ShotLink)**- A location-based ShotLink volunteer will be operating a fairway laser, fairway or greenside tablet, or act as a Rover. The fairway laser and tablet operators track the landing position of all shots in and around the fairway. The greenside tablet operators record the landing position of shots on and around the green. These important functions of the ShotLink scoring system enable real-time distance data and statistics to be immediately computed and distributed to scoreboards, TV broadcast, internet and mobile device applications. Volunteers should have a basic knowledge of the game of golf and a commitment to timeliness, accuracy, and attention to detail. Although volunteers will work in teams of 2 in each location, they each have specific/unique responsibilities. Effective teamwork and communication are essential in these roles. All location-based operators should be physically able to stand or walk around for the duration of their shift in potentially varied weather conditions (tablet operators are expected to walk around the green or fairway as necessary to gain accurate insight into the location of each shot without interrupting play.) The rover position is responsible for rotating through each of the location-based operator positions on a specific golf hole to provide breaks, answer questions, and provide assistance as needed.

Requirements to be a Location-Based Operator:

- Must complete a 1 Hour online training course.
- Must attend a 1 Hour in-person training that occurs prior to tournament week.
- Must complete ShotLink disclosure form.
- Must be 18 or over.
- Should be available for on-course training during the Wednesday Pro-Am and work at least two tournament days.

**Competition Support: Spotters (Formally part of Marshall Committee)**- Spotters will be located at the Tee, Fairway, and Green. Ball spotters assist the fairway location-based operators and/or greenside tablet operators with locating ball positions and identifying situations where a player's shot might be obstructed. Tee spotters assist the fairway location-based operators with directional knowledge of a player's ball flight from behind the teeing area.

Requirements to be a Spotter:

- Must complete a short online training course.
- Must attend a short virtual training session prior to tournament week.



- Must complete ShotLink disclosure form.
- Must be 18 or over.
- Should be available to work at least two tournament days.



**Shuttles-** Volunteers will drive golf cart shuttles for disabled guests, volunteers, players, and caddies to and from their respective viewing areas, tournament entrances, work stations, and sometimes parking lots. Volunteers in this committee will need to follow strict guidelines on when and where to shuttle and who they will be allowed to shuttle. Must have a valid driver's license and be 21 years of age or older.

**Standard Bearers (Waitlist)-** Accompany a group with a standard displaying the player names and scores in relation to par on a cumulative basis. Must be able to carry a standard sign (approximately 10 pounds) and walk all 18 holes. There will be a mandatory meeting to attend the weekend prior to the tournament.

**Tournament Office-** Assist tournament staff prior to and during the tournament with general administration duties including answering the phones, managing shipping and receiving at tournament office, making photo copies and other miscellaneous administrative duties.

**Transportation-** Provide tournament cars to the PGA TOUR professionals and escort the professionals and/or their families when the need arises. Volunteers may also be asked to shuttle other tournament guests. The transportation committee will be stationed in three different areas: the airport, the golf course, and host hotels. Must be willing to work early mornings or late nights.

**Tournament & TV Operations(FULL)-** Assist with set up, hanging and covering TV's throughout the course. \*Must be able to lift 30 lbs. and willing to climb a ladder.

**Volunteer Services (Waitlist)-** Assist with inventory, assembly, and distribution of volunteer uniform packages prior to tournament week. Oversee and manage Volunteer Headquarters during the tournament. Duties will include answering volunteer questions, exchange and sell uniforms, handout volunteer lunch vouchers and maintain a clean Volunteer Headquarters.

#### **Junior Committees Available:**

##### **Junior w/ Parent volunteer (Age 10 – 14):**

- **Junior Standard Bearers:** Accompany a group with a standard displaying the player names and scores in relation to par on a cumulative basis. Must be able to



carry a standard sign (approximately 10 pounds) and walk all 18 holes. There will be a mandatory meeting to attend the weekend prior to the tournament.

Junior Volunteer (Age 13 – 18):

- **Junior Practice Facilities:** Oversee the day-to-day operations of the practice facility including the driving range, putting green, chipping green, and sand trap as well as the surrounding spectator areas. Responsible for the setup and tear down of the practice facility. As PGA TOUR professionals enter and exit the range, volunteers are responsible for setting up nameplates, providing players with golf balls, and any other general assistance. Volunteers will help marshal the practice facility area as well as allow properly credentialed people in the area. This position works outside all day and volunteers must be comfortable with and prepared for all weather conditions. Due to the nature of the event, morning shifts will start early, and afternoon shifts may end late.
- **Junior Standard Bearers:** Accompany a group with a standard displaying the player names and scores in relation to par on a cumulative basis. Must be able to carry a standard sign (approximately 10 pounds) and walk all 18 holes. There will be a mandatory meeting to attend the weekend prior to the tournament.