



VOLUNTEER COMMITTEE DESCRIPTIONS

July 24 - 30, 2023 | 11074 Radisson Rd NE | Blaine, MN 55449

ABOUT COMMITTEE DESCRIPTIONS

3M Open volunteers have the opportunity to be involved in all aspects of our event. To help you choose where you might like to volunteer, we have split the committees up into distinct operational areas.

- Activations and Events
- Competition Support
- Fan Services
- Logistics and Operations
- Volunteer Services

Please note that closed committees require the Committee Chair's pre-approval and a passcode.

ACTIVATIONS AND EVENTS

Pro-Am

COMPETITION SUPPORT

CS: Location Based Operators

CS: Spotters

CS: Walking Scorers

Standard Bearers

FAN SERVICES

Admissions and Will Call

Ambassadors

Fan Experience

Gallery Management Ambassadors

Gallery Management Rovers

Corporate Hospitality

3M Open Hotel Pop-Up Shop

LOGISTICS AND OPERATIONS

Evacuation

Caddie Services

Cart Management

Child Care

Communications

On-Course Distribution

Player Services

Shuttles

Transportation

Practice Facilities

Tournament Office

Tournament & TV Operations

Junior Committee's

VOLUNTEER SERVICES

Volunteer Services

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.

- Committee Chair: Jay Digregorio, Tracey Davis, Vicki Plaistow
- Committee Type: Open
- Dates of Operation: Tuesday – Sunday
- Shift Length: 4 – 6 Hours

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.

- Committee Chair: Karen Ryan, Catherine Trast
- Committee Type: Open
- Dates of Operation: Tuesday – Sunday
- Shift Length: 4 – 6 Hours

Caddie Services

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.

- Committee Chair: Mark Haas, Brian Fournier
- Committee Type: Open
- Dates of Operation: Monday – Sunday
- Shift Length: 4 – 6 Hours

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.

- Committee Chair: Dan Wildfeuer
- Committee Type: Open
- Dates of Operation: Sunday – Sunday
- Shift Length: 6 – 8 Hours

Child Care

Volunteers work with the Official Day Care Facility and the PGA TOUR Staff to provide primary day care for PGA TOUR professionals' children. Background check required.

- Committee Chair: TBD
- Committee Type: Open
- Dates of Operation: Wednesday – Sunday
- Shift Length: 4 – 6 Hours
- Age Requirement: Must be 17 years or older

Communications

Oversee the daily distribution of tournament radios. Inventory radios upon return at the end of each day and charge for the next day.

- Committee Chair: Sara Ghyselinck, Sue Cox
- Committee Type: Closed
- Dates of Operation: Monday – Sunday
- Shift Length: 4 – 6 Hours

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.

- Committee Chair: Linda Herman
- Committee Type: Open
- Dates of Operation: Tuesday – Sunday
- Shift Length: 4 – 6 Hours

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.

- Committee Chair: Jay Evans, Robert Lewis
- Committee Type: Open
- Dates of Operation: Wednesday – Sunday
- Shift Length: 4 – 6 Hours

Fan Experience

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

- Committee Chair: Rahul Rajan
- Committee Type: Open
- Dates of Operation: Tuesday – Sunday
- Shift Length: 4 – 6 Hours

Gallery Management Ambassadors (formerly Marshals)

Gallery Management Ambassadors are given a unique inside and outside the ropes tournament experience. Responsible for managing gallery noise and traffic, ensuring the safety of our guests by reinforcing health and safety policies as needed, 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 cross walks and hospitality areas. More specifically, Ambassadors are responsible for—(i) ensuring the safety of our guests and promoting safety policies, (ii) ensuring players and caddies have a safe way to cross from one hole to the next, (iii) knowing your role and area/able to answer questions, (iv) protecting the integrity of the competition, (v) managing gallery noise and traffic, (vi) monitoring cart movement on cart paths, (vii) protecting errant golf shots hit outside the ropes and keeping gallery from our players/caddies, and (viii) providing exceptional guest service.

- Committee Chair(s): David Budge, Jim Greer, Bruce Nicholson
- Committee Type: Open
- Dates of Operation: Monday – Sunday
- Shift Length: 4 – 6 Hours

Gallery Management Ambassadors: Rover/ Special Team Ambassadors

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.

- Committee Chair(s): David Budge
- Committee Type: Open
- Dates of Operation: Monday – Sunday
- Shift Length: 4 – 6 Hours

On-Course Distribution

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.

- Committee Chair: Pete Stielow, Jim Wing
- Committee Type: Open
- Dates of Operation: Monday – Sunday
- Shift Length: 6 – 8 Hours

Player Services

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.

- Committee Chair(s): Paul Kielb
- Committee Type: Open
- Dates of Operation: Sunday – Sunday
- Shift Length: 6 – 8 Hours

3M Open Hotel Pop-Up Shop

Volunteers will be helping facilitate and run the 3M open Pop-Up shop. Duties include; Helping with selling merchandise, operating the cash register with an iPad and square system, and talking with sponsors. This is an off-site volunteering role, and gas will be reimbursed for travel.

- Committee Chair(s): TBD
- Committee Type: Open
- Dates of Operation: Monday – Saturday
- Shift Length: 4 – 6 Hours

Practice Facilities

Oversee the day-to-day operations of the practice facility including the driving range and putting green, as well as the surrounding spectator areas. Responsible for the setup and tear down of practice facilities each day. As PGA TOUR professionals enter and exit the range, volunteers are responsible for setting up nameplates, providing players with golf balls, and other general assistance. Volunteers will help marshal the practice facility area including player crossings. This position works outside all day and volunteers must be comfortable and prepared for all weather conditions. Due to the nature of the event, morning shifts begin early, and afternoon shifts may end late.

- Committee Chair: Pete Rizzo, Reenie Rizzo
- Committee Type: Open
- Dates of Operation: Sunday – Sunday
- Shift Length: 6 – 8 Hours

Pro-Am

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 25th.

- Committee Chair: Denny Melland, Greg Harvey
- Committee Type: Open
- Dates of Operation: Monday – Wednesday
- Shift Length: 4 – 6 Hours

Competition Support: Location Based Operators

The Competition Support committee is made up of three positions (Location Based Operators (LBO), Spotters, and Walking Scorers) that offer a unique inside-the-ropes experience. The LBO committee is responsible for measuring and recording the location and distance of every shot hit during the tournament using the ShotLink scoring system. The measurements enable real-time distance data and statistics to be delivered to scoreboards, television broadcasts, the internet, and mobile device applications. The LBO's are assigned to one of three roles—Laser Operators, Tablet Operators, or Rovers.

- **Laser Operators:** The Laser Operator is responsible for using a laser rangefinder to track the landing position of shots on and around the fairway. It requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Laser operators are stationed on a fairway and should be physically able to stand for long periods of time at their laser position during their shift in potentially varied weather conditions. Laser operators should be comfortable with technology and focused on capturing data in a timely, but accurate manner.

Requirements: Laser Operators must complete the listed training sessions – (i) successfully complete the mandatory online training, (ii) virtual advance session on Teams, and (iii) in-person practice sessions during Wednesday Pro-Am.

- **Tablet Operators:** The Tablet Operator is responsible for using a handheld tablet device to plot the ending position of shots. This function is important as it enables real-time distance data and statistics. It requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Tablet operators are expected to be mobile and walk around the green as necessary to gain an accurate insight into ball location. Tablet operators should be physically capable of standing and walking for long periods of time during their shift in potentially varied weather conditions. **Requirements:** Tablet Operators must complete the listed training sessions – (i) successfully complete the mandatory online training, (ii) virtual advance session on Teams, and (iii) in-person practice sessions during Wednesday Pro-Am.

- **Rovers:** The Rover position is responsible for rotating through each of the Location Based Operator volunteer positions on a specific golf hole to provide breaks, answer questions, and provide additional assistance as needed. In some cases, the Rover may serve as a liaison between the ShotLink Truck and the Location Based Operator volunteers on the Rover's assigned hole. **Requirements:** Rovers should be experienced and complete the listed training sessions – (i) successfully complete the mandatory online training, (ii) virtual advance session on Teams, (iii) and (iii) in-person practice sessions during Wednesday Pro-Am.

Volunteers who register for Location Based Operator volunteer positions should expect to work all day shifts. **Half-day shifts are not available.**

- Committee Chair(s): Doug Hoisington, Larry Osendorf
- Committee Type: Open
- Dates of Operation: Wednesday – Sunday
- Shift Length: All day (~12 Hours)
- Age Requirement: Must be 18 years or older

Competition Support: Spotters

This committee will assist fellow Location Based Operator volunteers in locating player shots. Volunteers will be assigned to one of two roles—Ball Spotters and Tee Spotters. It requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Spotters are expected to be mobile and walk as necessary to locate shots in designated area. Spotters should be physically capable of standing and walking for long periods of time during their shift in potentially varied weather conditions.

- **Ball Spotters:** Ball Spotters assist the Fairway Location Based Operators and/or Greenside Tablet Operators with locating ball positions and identifying situations where players' shots may be obstructed.
- **Tee Spotters:** Tee Spotters assist the Fairway Location Based Operators with directional knowledge of a player's ball flight from behind the teeing area.

Requirements: Spotters must complete the listed training sessions – (i) successfully complete the mandatory online training and (ii) virtual advance session on Teams.

Volunteers who register for Spotter positions should expect to work all day shifts. **Half-day shifts are not available.**

- Committee Chair(s): Keith Martinson
- Committee Type: Open
- Dates of Operation: Wednesday – Sunday
- Shift Length: All day (~12 Hours)
- Age Requirement: Must be 18 years or older

Competition Support: Walking Scorers

The Walking Scorer role is a critical 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 three players to keep score, track specific statistics, and capture real-time data that informs all aspects of the ShotLink system.

Walking Scorers must have the physical ability to easily keep pace with their group across all 18-holes without a break and in varying weather conditions. Scorers should be comfortable using a handheld digital device to record each shot, as well as the voice radio with a headset that allows for constant communication with the ShotLink staff.

Requirements: Walking Scorers must complete the listed training sessions – (i) successfully complete the mandatory online training and (ii) attend an in-person training. New volunteers who have not volunteered as a Walking Scorer in the past will be required to work during the Wednesday Pro-Am.

- Committee Chair: Charlie Anderson, Brittany Anderson, Nicole Anderson
- Committee Type: Password Required
- Dates of Operation: Wednesday – Sunday
- Shift Length: 6 – 8 Hours
- Age Requirement: Must be 18 years or older

Standard Bearers

Accompany an assigned group/pairing with a standard displaying player names and scores in relation to par on a cumulative basis. Must be able to carry a standard sign (approximately 10 lbs.) and walk all 18-holes. There will be additional mandatory training required prior to the tournament.

- Committee Chair(s): TBD
- Committee Type: Open
- Dates of Operation: Wednesday – Sunday
- Shift Length: 6 – 8 Hours

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.

- Committee Chair: Angie Mulvaney, Maureen Morris, Michelle Morris
- Committee Type: Open
- Dates of Operation: Monday – Sunday
- Shift Length: 6 – 8 Hours

Transportation

Members of this committee are responsible for vehicle preparation to take place prior to the tournament, distribution throughout tournament week, and transportation of Tournament Courtesy Vehicles to and from the airport and other locations as assigned. During tournament week, drive cars and/or golf carts to transport PGA TOUR players, caddies, families, and various tournament personnel to and from the course. They may also run errands as requested by tournament office staff, or PGA TOUR staff and/or players.

Requirements: Volunteers must have a valid Driver's License, knowledge of the local area, and should be available for assignments before and after tournament week.

- Committee Chair: Al Tervo, Peggy Saporito
- Committee Type: Open
- Dates of Operation: Sunday – Sunday
- Shift Length: 6 – 8 Hours

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.

- Committee Chair: TBD
- Committee Type: Open
- Dates of Operation: Thursday (Before) – Sunday
- Shift Length: 4 – 6 Hours

Tournament & TV Operations

The Tournament Operations Committee assists with various on-course event set up including but not limited to hanging TVs, placing and securing large mesh panels, signage as needed, and other various tasks. *Must be willing and able to lift supplies, equipment, operate power tools, and potentially climb ladders. This work is done in all weather elements and tasks are physical.*

- Committee Chair(s): Katie Swanson, Josh Swanson, Robert Erickson
- Committee Type: Password Required
- Dates of Operation: Sunday (Before) – Sunday
- Shift Length: 4 – 6 Hours

Volunteer Services

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.

- Committee Chair(s): Sarah Stotesbery, Laurie Lange
- Committee Type: Password Required
- Dates of Operation: Varied dates pre-tournament, Monday – Sunday
- Shift Length: 6 – 8 Hours

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.

ADDITIONAL OPPORTUNITIES

Volunteers who are looking for additional ways to get involved outside of the (3) required volunteer shifts, may also provide assistance to transportation committees without interfering with their volunteer commitment. Please note your desire to assist in these areas by selecting one or more options when registering as a volunteer online.