

# Player Services

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RBC Canadian Open



# Player Services

## COMMITTEE DESCRIPTION

The Player Services committee is responsible for four primary functions:

- 1) Registering players from Sunday to Wednesday
- 2) Preparing for and assisting players (and their families) with their hospitality needs throughout the week, including answering questions about local restaurants, attractions, etc. and making arrangements on behalf of players to acquire tickets, planning special events or outings, etc.
- 3) Ensuring player needs are met in the competitor locker room. This function may be given to the host club staff.

The Player Services committee will, in all likelihood, have more contact with players than any other committee. Committee members should become acquainted with the names of players in the field. PGATOUR.com features player profiles to assist committee members in recognizing players and provide personal background.

Information regarding local activities and events to assist with making plans on the player's behalf should be readily available. The Player Services committee will be based near the locker room. For the player's convenience, the Transportation Committee and the player bank (Golf Canada staffed) will be set up in close proximity to the locker room.

Ideal number of volunteers: 10

## COMMITTEE FUNCTIONS

- Recruit volunteers for the committee
- Carefully review all attached sample material and forms
- Establish schedules for volunteers (see appendix A for a sample schedule)
- Attend scheduled committee meetings with Golf Canada staff
- Gather local information that will be made available to players.

## HOURS OF OPERATION

### Pre-tournament

Sunday 9:00 A.M. – 6:00 P.M.

### Tournament Week

Monday - Friday 6:00 A.M. – 7:00 P.M.  
Saturday - Sunday 7:00 A.M. – 7:00 P.M.

## EVENT CHECKLIST – PLAYER SERVICES CHAIR

### Pre-tournament

- Golf Canada is responsible for player gifting
- Source player activities in the area. Tickets to local attractions can be bartered for tickets to the RBC Canadian Open. You must consult Golf Canada prior to any agreement.

- Prepare information binder containing local information for players. NOTE: Most players have a lap top, ipad or similar which in recent years has made local pamphlets unnecessary but some local information should still be available
- Purchase supplies for the locker room. List to be supplied, and expenses approved, by Golf Canada (see appendix B for a sample product requirement list); unless handled by the host club

### **Saturday**

- Ensure that all supplies have been delivered to the player services area
- Ensure phone in area is working
- Set up desks in area, ready to open on Sunday at 11:00am
- Ensure that the locker room is set up and ready to go (i.e. name plates in place, player gifts in lockers, supplies in stock, etc; unless handled by the host club)
- Assign volunteers to stuff registration envelopes. Envelopes must be made up for 156 players PLUS 4 spares; Golf Canada will provide registration forms. PGA TOUR Advance Official will provide a player registration list including amount each player will pay

### **Sunday**

- Desk opens for players at 11:00 a.m.
- Register players as per registration procedures provided by Golf Canada
- Handle hospitality requests as required
- Desk closes at 6:00 p.m.

### **Tournament Week**

#### **Monday - Wednesday**

- Desk opens at 6:00 a.m.
- Same procedures as Sunday
- Desk closes at 7:00 p.m. (might stay open longer depending on when Monday Qualifying finishes)

#### **Thursday - Friday**

- Desk opens at 6:00 a.m.
- Registration is closed
- Handle hospitality requests as required
- Monitor locker room supplies
- Desk closes at 7:00 p.m.

#### **Saturday – Sunday**

- Desk opens at 7:00 a.m.
- Same duties as Thurs-Fri
- Desk closes at 7:00 p.m.
- Sunday – clean up the area at the end of day Sunday, including: remove all materials from walls, garbage, remove all personal items, return office supplies and pertinent materials to Tournament Office, return lost & found items to Tournament Office, close and lock the trailer.

## **EQUIPMENT CHECKLIST**

Golf Canada will furnish and supply the following items to the Player Services Committee by Saturday preceding tournament week. The Committee will ensure that all supplies have arrived and are accounted for.

- Tables, chairs & skirting
- Telephone with extension # & directory
- Office supplies (pens, note pads, tape, envelopes, player name labels, etc.)
- All required registration, entry, policy & visitor guide information & forms
- Credentials for non-tour players
- Garbage bags and bins
- Registration package for players
- Desk signage
- Locker room name plates

**APPENDIX A: SAMPLE DUTIES – PLAYER SERVICES****Registration:**

- Ensure EVERY player signs an Entry Form
- Highlight player name on player list to indicate that he has registered
- Collect entry fee where required and record on Registration Form
- Record hotel or home where player is staying on Registration Form
- Hand out registration packet
- If player shows interest, introduce any activities offered or tickets available to competitors, and/or answer hospitality questions

**Special Notes:**

- PGA TOUR Competitors – PGA TOUR player credential serves as both admission and parking pass
- Non-member Competitors – credentials will be provided by Golf Canada.
- Monday Qualifiers – PGA TOUR official will advise fee each qualifier must pay
- Yardage Guides are in each registration packet and are for the player only. Caddies asking for yardage guides are to be referred to the Caddie Services Area
- Entry Forms – before handing entry forms over to PGA TOUR Officials, do a final count (reconciliation) to ensure all 156 players in field have signed. Any Player who has not signed will be disqualified from the tournament.

**APPENDIX B: SAMPLE PLAYER BILLETING REQUEST FORM**

**PLAYER HOST FAMILIES – REQUEST FOR INFORMATION**

The following information is requested of homeowners who have graciously offered, at no charge, accommodation in their private home to one or more players for the RBC Canadian Open, July 18 – 24, 2016, being played at Glen Abbey Golf Course.

**Home owner name:**

**Address:**

**Home #:**

**Cell #:**

**Distance from course:**

**I can accommodate            player(s)/family.**

**Number of rooms/ Bed types available:**

**Private bathroom?**

**Do you have pets?**

**Is there smoking in the house?**

**Additional comments:**

## **APPENDIX C: SAMPLE PRODUCT REQUIREMENT SHEET**

### PLAYER SERVICES

#### LOCKER ROOM PRODUCT (Sample)

- Shampoo
- Conditioner
- Hair Spray or Gel
- Soap
- Body Wash for dispensers
- Body Lotion
- Hand Cream
- Razors (10 pack)
- Baby Powder
- Mouth Wash
- Deodorant
- Sun Screen (12 bottles)
- Lip Balm
- Kleenex - pocket pack (150)
- Kleenex - regular size boxes
- Insect repellent (150 small bottles)
- After bite (200 small packages)
- Travel-size wipes
- Advil (3 bottles of 100)
- Tylenol
- Bayer Aspirin
- Band Aids
- 1 x iron & ironing board
- 1 x toaster and 2 large jars of Kraft Peanut Butter
- nutrition bars

**APPENDIX D: SAMPLE GUEST PASS REQUEST FORM**  
2016 CREDENTIAL REQUEST FOR: \_\_\_\_\_

BADGES	QUANTITY REQUIRED	NUMBERS ASSIGNED (OFFICE USE ONLY)

TICKETS	QUANTITY REQUIRED	NUMBERS ASSIGNED (OFFICE USE ONLY)

PARKING	QUANTITY REQUIRED	NUMBERS ASSIGNED (OFFICE USE ONLY)

**SAMPLE**

REQUESTED BY: \_\_\_\_\_

CONTRA: \_\_\_\_ COMPLIMENTARY: \_\_\_\_ ACCREDITATION: \_\_\_\_ RECEIVABLE: \_\_\_\_

DATE FILLED: \_\_\_\_\_

AUTHORIZED BY: \_\_\_\_\_

DELIVER TO: \_\_\_\_\_