

Spectator Services

RBC Canadian Open



Spectator Services

COMMITTEE DESCRIPTION

The Spectator Services committee is a dedicated group of customer service oriented volunteers that will be working very closely with the public in various capacities. The main duties include Ticket Sales, where daily tickets are sold at the entrance to the course; Check Stand, where spectators can securely store personal items; Will Call, the distribution of advance ticket purchases; Special Services, for spectators who require assistance on the grounds; Pairing Sheets, which delivers pairing sheets around the course.

- Ticket sales, will call and check stand will be located at the Admission Gate.
- Volunteers manning the Admission Gate on the first shift starting at 7:00a.m. are expected to be on duty at the respective gates at 6:45a.m.

The committee should operate under the supervision of the Chair and two Vice Chairs. If possible, the Chair of the Spectator Services committee should be a member of the host facility and have experience working in customer relations.

Ideal number of volunteers: 80 (may require more dependent on set up at host Club)

Note:

Any customer complaints or problems should be directed to a Golf Canada staff member or the volunteer chairperson.

If you are not sure of an answer to a spectator question, ask the Golf Canada staff member for help or contact the communications trailer.

COMMITTEE FUNCTIONS

- ❖ **TICKET SALES**
- ❖ **CHECK STAND**
- ❖ **WILL CALL**
- ❖ **SPECIAL SERVICES: HANDICAP ACCESSIBILITY AND ASSISTANCE**
- ❖ **PAIRING SHEETS**

❖ **TICKET SALES**

- Daily admission tickets are sold at the Admissions tent placed at the entrance to the golf course. Cash, Visa, MasterCard, American Express and Debit cards will be accepted for the purchase of tickets.
- Spectator Services will be responsible for checking tickets. Spectators with prohibited items will be directed to the check stands by Security.
- Admission is free to the grounds for children 17 and under, but does not include access to Golf Canada House or corporate hospitality areas (a purchased ticket is required for entry into those areas)

- Golf partners who get free tickets must present their member card and photo ID
 - Our partners are: CPGA, CGSA, NGCOA, CSCM, IAGA
 - Day pass only, no weekly badges
- In the interest of accounting, the number of daily tickets sold must be carefully recorded. For security reasons, a Golf Canada staff member will frequently pick up the money collected at the ticket counter.

❖ **CHECK STAND**

- Check Stand is a secure area that allows spectators to check in their personal or prohibited belongings prior to entering the grounds. These items are tagged, marked, organized and stored in the Check Stand area.
- Note: By informing Spectators at the respective parking lots as to what articles are not allowed on the golf course grounds, so that such articles can then be returned to their vehicles, Golf Canada is confident that the space provided in the respective area will be sufficient for the checking of non-allowed articles.
- The responsibility for directing Spectators to the Check Stand area to check articles is Security. The volunteer staff at the Admission Gate is not responsible for the confiscation of non-allowed articles.
- A numerical sequence tag, entitled "Golf Canada Claim Check", will be issued for each article checked and inventoried in the respective check stand area. The claim checks are to be maintained in numerical sequence.
- Articles can be claimed on presentation of the claim check. Articles not claimed at the end of the day from Monday to Saturday will be moved to the Security trailer for overnight storage and returned the following day to the Check Stand. Articles not claimed by Sunday evening will be taken into custody by Golf Canada.
- To claim articles for which the claim check has been lost, the owner must prove ownership and supply appropriate identification eg. Photo ID, etc.
- Note: If a problem develops with a Spectator concerning custody of an article, the matter should immediately be referred to the Golf Canada representative present.
- The Claims Check function is to remain open one half hour after play is complete.

❖ **WILL CALL**

- Will Call is a drop-off and pick up counter in which customers leave admission badges/tickets for other guests. Will Call will be located at the admissions gate and is open from 7:00 a.m. to 7:00 p.m.
- Will Call will assist in the fulfillment of promotional ticket offers (i.e. WagJag or Costco)
- In addition to the main Will Call area, guests (particularly our corporate guests) may use one of the Will Call Boxes distributed throughout the grounds to drop off their tickets. These tickets are collected several times throughout the day and brought to the appropriate Will Call area to be alphabetically organized.
- In submitting badges to Will Call the following must be clearly written on the outside of the envelope:

1. The last and first name of the guest picking up the tickets.
 2. Designate company (if applicable), and telephone number
 3. The last and first name of the person dropping the tickets off.
- In order to claim a Will Call envelope, spectators must present photo ID. Once the customer has verified the tickets have them sign the envelope and then file it in the picked up bin.
 - If a Will Call designate appears to collect an envelope and no envelope is on file, a designated Golf Canada representative should be contacted immediately.
 - The Will Call Center will be assigned public and private telephone numbers (and these numbers will, as appropriate, be made public). Will Call envelopes are estimated to average up to 200/day (with the maximum volumes occurring in the Thursday to Sunday period).

Notes to help prevent and resolve missing tickets

Important notes:

- Ensure envelopes are filled out in the following format: **Last Name, First Name**
- Ensure the printing is clear and the spelling is correct
- Ensure that envelopes are filed correctly by last name in alpha order
- At least once per shift take the opportunity to look through the bins to ensure all envelopes are in the correct alpha order.

Check list to help find an envelope:

- Check through the entire Letter Section of the last name in case the name was spelled incorrectly or it was misfiled.
- Check that the envelope is not misfiled under the first name
- Check that the envelope is not filed under the company name
- Check that the envelope is not filed under the name of the person who left the envelope

If all of the above items have been completed and the envelope still cannot be found:

- **If someone was leaving the tickets for them** – have them call that person to ensure that the tickets have indeed been dropped off and if so to confirm the name that they were left under

❖ Special Services: Handicap Accessibility and Assistance

This includes transportation to designated viewing areas around the golf course. Designated viewing areas are limited to wheelchair accessible locations typically around the clubhouse or finishing holes.

All spectators in wheel chairs will be required to have a ticket to access the grounds. An individual assisting a wheel chair bound spectator will also be required to purchase a ticket to gain entry into the tournament.

This committee will be responsible for handling the transportation of spectators with disabilities while on-site. Transportation of these individuals will be via golf cart. The shuttle service will be limited to transporting spectators with disabilities to designated seating areas around the golf course. The committee is neither responsible nor permitted to shuttle spectators with disabilities around the golf course. The committee will work with the Communications Committee to handle all requests in a timely and orderly fashion.

Spectators with disabilities may bring their own motorized transportation to the golf course. Its use is strictly limited to spectators with disabilities. The use of such transportation is subject to the following regulations:

- a. The motorized transportation must be powered by an electric motor and accommodate one person.
 - b. The motorized transportation shall only be driven on such areas of the golf course as directed by the tournament officials and may be restricted in certain spectator areas.
 - c. Spectators with disabilities that utilize motorized transportation shall follow the same rules of etiquette that apply to all spectators at the tournament.
- After dropping off an individual to a designated location, provide spectator with a '**Pick up Request Card**' (these cards will be provided by Golf Canada and will indicate the communications phone number). Communications will be in contact with the Spectator Services Chair to inform Spectator Services of a pickup.
 - Note: Spectator Services is not a 'taxi' service, individuals are only to be dropped off and picked up at designated areas pre-determined by Golf Canada.

❖ **PAIRING SHEETS**

- Distribute pairing sheets to various locations around the course
 - Pairing Sheets provide important tournament and course information to spectators, and are found at various locations around the course in white pairing sheet boxes
- The locations need to be checked regularly to see if sheets need to be replenished
- The inventory of pairing sheets will be located around the admissions area
- Pairing sheets will be dropped at the course every morning prior to play

COMMITTEE INFORMATION (SUMMARY OF TERMS)

Ticket & Corporate Sales Information

There is a wide range of tickets available to both the public and corporate buyer. All tickets can be ordered through Golf Canada Sales Office at 1-800-571-6736 or www.rbccanadianopen.com

Here is a sample list of tickets that are typically available:

Any Day Ticket Vouchers

These tickets allow access to the grounds on any one day of the championship. Ticket prices for Monday – Wednesday are different from those during Championship Play (Thursday – Sunday).

Golf Canada House

These passes provide you a daily or full week of grounds access as well as admittance to the exclusive Golf Canada House. Built to evoke a clubhouse environment, Golf Canada House is your on-course lounge. Includes upgraded food and beverage for purchase and reserved washrooms.

HOURS OF OPERATION

Ticket Sales

Tournament Week

Monday – Sunday 7:00 A.M – 6:00 P.M.

Will Call

Tournament Week

Monday – Sunday 7:00 A.M – 7:00 P.M.

Check Stand

Tournament Week

Monday – Sunday 7:00 A.M – 7:00 P.M

Shuttle for people with disabilities

Tournament Week

Monday – Sunday 7:00 A.M – 7:00 P.M