

# Volunteer Services

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## RBC Canadian Open



# Volunteer Services

## ORGANIZING THE COMMITTEE

The Volunteer Services committee is responsible for volunteer recruitment, uniform packaging, distribution of uniforms and credentials at the orientation meetings prior to the tournament, coordinating the volunteer party, obtaining prizes for the volunteer party and staffing the volunteer area during the championship. Volunteer apparel will be available for purchase throughout the championship; it is the Volunteer Services committee, who are responsible for organizing, selling and recording volunteer apparel that is sold.

Due to this committee's important role in volunteer recruitment this committee should be organized early, with a core group working approximately nine months prior to the championship. While all Chairs on the organizing committee should recruit volunteers it is the Volunteer Services committee, along with Golf Canada, that is the driving force behind this initiative. The person chosen to lead the Volunteer Services committee must be a person who is well-known and liked in the community as he or she will be requesting that friends and acquaintances give their time and services to the championship.

The Volunteer Services committee works very closely with Golf Canada throughout the year. Golf Canada is there to assist all committees; working extensively with the Volunteer Services committee. Golf Canada will process volunteer application forms and payments, maintain the volunteer database and coordinate volunteer emails. It is very important for the Volunteer Services Chair and Golf Canada to keep close contact.

Ideal number of volunteers: 40

## COMMITTEE FUNCTIONS

All volunteers must complete the online registration form available on our website at [www.rbccanadianopen.com](http://www.rbccanadianopen.com). Golf Canada will process all application forms. The Volunteer Services committee will work with Golf Canada on volunteer recruitment initiatives to fulfill the requirements of the championship.

Championships that are the most successful are those that have a broad base of community support. When recruiting volunteers, the committee should look for help from all areas of the community. It is always best to recruit volunteers whose past experience and skills fit the job at hand. For example, golfers make the best walking scorers and police officers make the best security volunteers.

Large numbers of volunteers can be recruited by concentrating the search among groups, clubs and organizations. Corporations and businesses with a large number of employees are also a good source. When considering the number of volunteers that will be necessary, keep in mind that almost everyone will want to see some of the golf tournament as a spectator. No volunteers are expected to work all day, every day. Volunteers are required to work a minimum of twenty four (24) hours over at least four (4) days. Golf Canada has found that volunteers usually prefer to work in shifts broken down into six hour segments, although in some scenarios volunteers have requested to work double shifts (12) hours. Every committee will require the help and assistance of volunteers; as some committees begin operations sooner than others, they will need assistance earlier. Other committees only operate for the week of the tournament.

Volunteers can be recruited from a variety of places:

- parents and relatives
- area golf clubs
- people who have previous tournament experience
- community service clubs
- school systems (students, teachers)

- parents' associations
- friends of volunteers & staff
- unions
- women's groups
- seniors' homes/clubs
- military, government employees
- men's groups
- seniors, retirees

### **Uniform Packaging**

The volunteer uniform order is placed by Golf Canada in September and the uniform pieces (hats, visors, bucket hats, shirts,) are delivered to the championship site approximately one month prior to the event. Golf Canada and the Volunteer Services committee will get together a few days prior to volunteer orientation to package the uniforms according to what each person ordered and which committee they are on. The packages are labeled accordingly and stored in a secure location. In doing so the uniforms are ready to be distributed at the committee orientation meetings prior to the championship. This is a big job and typically requires at least 20 volunteers plus Golf Canada staff and takes several hours to complete.

### **Orientation Meetings**

The orientation meetings usually take place about a month before the tournament, with the Scoring committee orientation occurring the week preceding the event. A committee orientation is the chance for a specific group of volunteers (or committee) to meet their chairperson, receive instruction from Golf Canada and learn the nature of their responsibilities during the tournament. Volunteers receive their volunteer package (uniform, credentials, parking pass) and their schedule at this meeting. This meeting is the perfect time for volunteers to ask any questions and they are strongly advised to attend.

Golf Canada will develop the orientation schedule at least five months prior to the championship. The meetings are typically 1 to hour in length and usually take place in the volunteer centre or nearby community facility.

It is the responsibility of the Volunteer Services committee to set up for the orientation meetings, register the volunteers and distribute the uniform packages/credentials at all committee orientations. Golf Canada will produce alphabetical registration lists by committee and coordinate set up of the registration tables. This committee function typically requires 10 volunteers per orientation and they should arrive 90 minutes prior to the scheduled meeting time.

### **Volunteer Centre**

The volunteer centre is a centrally located main gathering area for all volunteers from Monday-Sunday of the championship week. The centre includes a seating area with tables and chairs and a concession area. Several committees will use this area to register their volunteers prior to each shift. The centre is typically open from 6:00 a.m. - 7:00 p.m. Monday to Sunday, but the Volunteer Services desk will operate 8:00 a.m. – 8:00 p.m.

The Volunteer Services committee will provide volunteers to staff a welcome table at the volunteer centre entrance, help keep the centre tidy and maintain a bulletin board (pictures, jokes, news clippings, messages, etc.) from Monday to Sunday of the championship week. The volunteers at the welcome table will answer questions that are asked. Behind the welcome desk is the room where all volunteer apparel is stored. The room should be locked each night when the volunteer centre closes.

**Volunteer Party**

The volunteer party is the opportunity for the organizing committee and Golf Canada to thank the volunteers for their hard work. The Volunteer Services committee will work with a Golf Canada staff person to organize this party (entertainment, food and beverage).

The volunteer party typically takes place in and around the volunteer centre on the Saturday of championship week. The caterer in the volunteer centre closes early on this day so they can set up for the party, which usually last three hours and concludes one hour after play is finished. (If play ends a 6pm the party will be from 4:00pm-7:00pm).

Depending on the location of the volunteer centre, any live entertainment may have to wait until the completion of play before starting. During the party, volunteers will receive complimentary food and a beverage ticket (wine, beer or non-alcoholic beverage) and will have the option to purchase additional beverages at reduced pricing. The Volunteer Services Chair, Tournament Chair and tournament representatives will say a few words thanking the volunteers during the party. During the volunteer party raffle prizes will be drawn.

**Uniform Sales**

Depending on the accuracy of the volunteer uniform order placed by Golf Canada in September there may be an extra quantity of uniform and optional items that can be made available to the volunteers through sales prior to and during the championship. The Volunteer Services committee will staff any sale out of the volunteer centre (storage will be arranged nearby). On the Saturday before championship week there will be a window of time where any volunteer can exchange a uniform size or buy additional items. Golf Canada will provide the pricing, a debit/credit machine and a cash float for the sales.

**Satellite Volunteer Areas (10<sup>th</sup> green and in the valley)**

These volunteers will manage these stations and make sure that volunteers are only permitted here. There will be beverages in this area for volunteers and a viewing platform on the 10<sup>th</sup> green for volunteers to rest before, after or in between their shifts.

**Shuttle Drivers**

Volunteers in this committee will be responsible for shuttling other volunteers from the volunteer tent to their designated areas.

## HOURS OF OPERATION

**Pre-Tournament**

- Approximately a month prior to Championship: Volunteer Uniform Packing (approximately 6 hours)
- Volunteer Orientation: (8am-6pm)
- Saturday (immediately prior): Exchanges/pickups and purchases (5 hours)

**Tournament Week**

- Monday – Sunday: 8:00 A.M – 8:00 P.M. (Volunteers must be at the tent by 7:30a.m. to organize the necessary items for their shift; debit machine, sales sheets, newsletters etc).

## VOLUNTEER PACKAGE

- A sample Volunteer package may consist of the following:
  - 1) 1 Non-transferable volunteer badge (Grounds access for all tournament days)
  - 2) 1 Transferable weekly guest badge (admission to the grounds only)
  - 3) 1 volunteer shirt and choice of headwear (cap, visor, bucket hat)
  - 4) Food at a discounted price in the volunteer tent
- The volunteer package is priced at \$75. This price is determined by the content.

## EVENT CHECKLIST

### Pre-Tournament

- Implement Golf Canada's planned approach to recruitment. Work with Golf Canada staff and Tournament Chair to select areas for recruitment and the best methods to spread word of the volunteer initiative
- Familiarize yourself with committee descriptions and responsibilities for the various committees
- Work with committee chairs and Golf Canada to fulfill each committee's volunteer requirements; Golf Canada will process the volunteer applications and maintain the volunteer database
- Assist packaging of volunteer uniforms
- Staff orientation meetings and distribute volunteer packages
- Process additional volunteer uniform sales (commencing Saturday prior to championship week)
- Schedule volunteer shifts, see appendix D for sample schedule

### Tournament Week

#### Monday-Sunday

- Staff the volunteer greeting table
- Post volunteer information in volunteer centre
- Sell volunteer uniforms
- Sell charity raffle tickets
- Keep volunteer centre tidy

#### Saturday

- Same as above

#### Sunday

- Same as above, and tidy up area

## EQUIPMENT CHECKLIST

- Chairs, tables & skirting
- Office supplies (pens, note pads, etc.)
- Volunteer uniforms (sorted)
- Cash box for volunteer uniform sale
- Cash box for charity raffle
- Storage area (uniforms)
- Garbage bags and bins
- Food & beverage for volunteer centre (with caterer)
- Debit machine for volunteer uniform sale

**APPENDIX A: SAMPLE VENDOR LETTER**

Date

Business Address

Dear \_\_\_\_\_:

The 2015 RBC Canadian Open, conducted by Golf Canada, will be held at Glen Abbey Golf Club from July 20-26. We look forward to bringing the top male professional golfers in the world to Oakville and hope that you, your staff and patrons will have the opportunity to come out and enjoy this most celebrated event.

This event cannot be successful without the hard work and dedication of over 1,500 volunteers who will devote many hours of tireless work in effort to provide an unforgettable experience for spectators and players alike. We are proud of our volunteer team and would like to thank them in as many ways as possible. As such, we are visiting with as many local businesses as possible to request support through product contributions or prize sponsorship. Your gift will go directly towards enhancing the volunteer experience as well as contributing to this year's partner, TBD.

In return for your generous contribution, we would be pleased to recognize your support by prominently showcasing your company's name in the volunteer tent and newsletters. Please contact \*COMMITTEE CHAIR\* for assistance in coordinating your support for our volunteers and Canada's national golf championship,

**Thank you for your consideration and we look forward to working with you and seeing you at the 2016 RBC Canadian Open.**

Best regards,

NAME  
Chair, Volunteer Services Committee  
Phone#  
Email

NAME  
Vice-Chair, Volunteer Services Committee  
phone#  
email