



JULY 19 - 25, 2010

VOLUNTEER APPLICATION FORM

Be a part of our national championship!

The 2010 RBC Canadian Open will be an event to remember. To make this a successful event the RCGA relies on the hard work and dedication of our volunteer team. If you are interested in volunteering, please read, complete and return this form to the Tournament Office as soon as possible.

PLEASE RETURN COMPLETED APPLICATION TO: RBC CANADIAN OPEN - TOURNAMENT OFFICE
1333 Dorval Drive, Suite 1
Oakville, Ontario
Canada L6M 4X7
Fax: 905-845-7040
Telephone: 1-800-263-0009 ext.434
Email: mlagzdins@rcga.org

Suite 1 – 1333 Dorval Drive
Oakville, ON L6M 4X7

Phone 905.849.9700
Toll Free 1.800.571.OPEN
Fax 905.845.7040

rbccanadianopen.com
rcga.org
pgatour.com

Conducted by
RCGA
Royal Canadian Golf Association | Association Royale de Golf du Canada



VOLUNTEER INFORMATION

Please keep this information for your reference.

1. **Volunteer Application -** Please complete, detach and return the volunteer application. **All information on this form must be clearly completed in its entirety.**
2. **Volunteer Package -** Each volunteer is required to purchase the volunteer package for **\$60*** (taxes included). Once registered, volunteers automatically become members of the Volunteer Club and will receive exclusive benefits.

*Package price subject to change.

This Volunteer Club package includes:

1 Adidas golf shirt/hat or visor - \$110 value

All volunteers are asked to provide their own plain khaki golf pants or shorts (no jeans or denim). In addition, women may wear skirts or capri pants.

1 Non transferable volunteer badge

1 Weekly transferable admissions badge

1 Weekly parking pass

That's a value of over \$300, and that's not including the unique experience of being part of a PGA TOUR Event!

Please complete the payment portion of the enclosed application.

Payment can be made by VISA, MasterCard, or Amex, Cash or Money Order. Please no Cheques.

3. **Shift Assignments -** Each volunteer will be required to work a **minimum of 24 hours** during the week of the tournament. **Marshals may be required to work additional hours.**
Each shift is approximately four (4) - six (6) hours, depending upon the committee.

TOP 5 FAQ'S:

- 1) **How will I know my application has been processed and what committee I am on?**
 - a. You will hear that you are on a specific committee via a confirmation letter once all applications have been received and processed. This should be no later than March 1st, 2010.
- 2) **When do I pay for my volunteer package?**
 - a. You must provide payment with your application but payment will not be processed until your position has been confirmed. (Positions are confirmed by March 1st, and credit card payments start being processed at the beginning of May)
- 3) **Do I have to work every day?**
 - a. You do not have to work every day of the championship. As a volunteer you **must** be able to commit to at least 24 hours. The Chairperson for each committee will make the schedule for their respective committee. This schedule will be given to you at your orientation meeting.
- 4) **When are the volunteer orientation meetings held?**
 - a. Volunteer orientation meetings are held at, or near, the host golf club one to three weeks prior to the event. Meetings are typically held in the evening to facilitate your attendance at the training session for your committee. The date, place and time of the volunteer orientation meeting for your committee will be communicated to you in the volunteer newsletters that you will receive via e-mail in the months leading up to the championship. These meetings include a detailed description of your duties as well as an explanation of championship week operations such as the locations of volunteer parking and the volunteer tent.
- 5) **When do I receive my volunteer uniform, badge and guest pass?**
 - a. You will receive your uniform, badge and guest passes at your orientation meeting.

2010 RBC CANADIAN OPEN

ST. GEORGE'S GOLF AND COUNTRY CLUB

JULY 19 - 25

VOLUNTEER APPLICATION FORM

OFFICE USE ONLY

Volunteer ID#:

Return applications to: RBC Canadian Open Tournament Office, 1333 Dorval Drive, Suite 1, Oakville, ON, Canada, L6M 4X7

GENERAL INFORMATION - please print clearly

First Name: _____ Last Name: _____

Address: _____ Suite: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____ Business: _____ Email: _____

Club Affiliation: _____

Volunteer experience:
(Years & Committee) _____

VOLUNTEER ASSIGNMENTS: Please indicate your top 3 committee preferences (see last page for descriptions). Volunteers are assigned to committees on an *as needed basis* and therefore cannot be guaranteed a position. We will endeavor to assign you to one of your top choices; however you may be placed on a committee that requires additional volunteers.

First Choice: _____ Second Choice: _____

Third Choice: _____

If you selected SCORING please indicate which role you would prefer: (cannot guarantee selection)

Walking Scorer Laser Scorer

If you selected PLAYER TRANSPORTATION or PLAYER SHUTTLE: Due to RCGA insurance requirements all volunteers applying for this committee must complete the information below in order for a driver's abstract to be obtained. You must be 25 years of age.

Driver Name: _____ Date of Birth: _____

Driver's License #: _____ Signature: _____

PLEASE CHECK OFF THE DAYS THAT YOU ARE AVAILABLE TO WORK:

All Week (July 19 - 25) OR

Days:	M	T	W	T	F	S	S
Morning:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VOLUNTEER PACKAGE: PLEASE CHECK BOTH YOUR SHIRT SIZE AND HEADWEAR PREFERENCE.

Men or Women S M L XL XXL Cap or Visor
(you can choose only one)

PLEASE INDICATE YOUR METHOD OF PAYMENT: MASTERCARD VISA AMEX
 MONEY ORDER CASH (PLEASE ENCLOSE)

NUMBER: _____ EXP (MM/YY): _____

I understand that my volunteer position is not guaranteed, nor if granted, guaranteed for any length of time and that the RCGA may deny or end my volunteer opportunity at any time, for any reason, with or without notice. I accept that I may be subject to a security/criminal records screening. I accept that if I obtain my volunteer package and cancel or do not perform my schedule duties I shall be charged the full value of the items listed on page 2 of the application. I acknowledge that my image or likeness may be included in a photograph, recording, transmission or other reproduction of this event, and grant the RCGA the right to use such image and likeness in publicity for this event and other events, programs and services offered by the RCGA, its agents or partners, without further compensation or notice. I hereby release the RCGA from all claims relating to the use of my image and likeness for such purposes, including, without limitation, all claims for invasion of privacy, right of publicity or defamation

SIGNATURE: _____

VOLUNTEER COMMITTEE DESCRIPTIONS

CADDIE

Volunteers will issue and retrieve caddie vests as well as ensure that the proper caddie name is on the correct caddie bib for the following day. You will also distribute towels and yardage books and oversee the caddie hospitality area during the tournament.
Volunteers will be needed Sunday through Sunday.

AMATEUR PRO-AM CADDIE

Amateur caddies will be required to assist amateurs in the Monday and Wednesday Pro-Ams. As this is not a volunteer position you will be paid by the RCGA following the completion of the round. Please contact Milaina Lagzdins at 1-800-263-0009 ext.434 or mlagzdins@rcga.org to obtain an amateur caddie application form.

COMMUNICATIONS

Volunteers will work in the communications office handling and/or forwarding all incoming calls from the general public and other committees regarding the event along with fielding calls from on-course radios. Volunteers will sign out and sign in on-course radios, ensuring that all radios are charged for the next day.
Volunteers will be needed Sunday to Sunday.

CORPORATE HOSPITALITY

Volunteers on the hospitality committee will work in corporate areas throughout the golf course. Volunteers will assist in the admissions process and act as a concierge for the designated corporate areas such as Skyboxes and Marquee Tents.
Volunteers will be needed Monday to Sunday with the majority of volunteers being needed Thursday to Sunday.

GOLF CARTS

The primary job of the cart committee is the distribution and maintenance of carts.
Volunteers will sign out/in golf carts to authorized personnel, ensuring that all carts are returned and ready for use the next day.
Volunteers will be needed Sunday to Sunday.

GROUNDS & COURSE

Volunteers will be responsible for keeping liquid refreshments stocked and replenished on course for PGA Tour professionals and PGA Tour officials. Volunteers will also assist with the distribution of signs, deliveries, etc. to designated drop off points on-site. Volunteers will be needed Monday to Sunday.

MARSHALS

Marshals are the largest and one of the most important groups of volunteers. This committee works on the course to assist PGA Tour players and enforce golf etiquette among spectators to ensure play is not disturbed. Responsibilities also include spotting balls on the fairway, watching for errant shots and keeping play proceeding smoothly.
Marshals should have the physical ability to work six-hour shifts, walk to and from their hole assignments, and be in the sun and / or rain for long periods of time. Marshals must work Monday, Tuesday and or Wednesday for training and be available to work two of the following days; Thursday, Friday, Saturday or Sunday. Volunteers will be needed Monday to Sunday.

PLAYER SHUTTLE

Volunteers will transport PGA Tour professionals, caddies and tournament officials to and from St. Georges Golf and Country Club and the offsite range facility. Drivers must be 25 years of age, with a valid driver's license and must complete the requested driver information on the volunteer application. Please note this volunteer position is primarily an offsite function.

PLAYER TRANSPORTATION

Volunteers will transport PGA Tour professionals, caddies and tournament officials to and from airports, official hotels, private housing and the golf club in tournament vehicles. Drivers must be 25 years of age, with a valid driver's license and must complete the requested driver information on the volunteer application.
The majority of volunteer shifts will be Monday to Sunday. A limited number of volunteers will be needed the Friday before the tournament as well as the Monday and Tuesday following the tournament.

PRO-AM

Volunteers will assemble gift packages in advance and serve as hosts during the Pro-Ams on Monday and Wednesday of tournament week. They will staff the amateur registration tables, distribute gift packages, assist with the draw party and coordinate the Pro-Ams as needed.
Volunteers will be needed Monday, Tuesday and Wednesday.

PROGRAMS & PAIRINGS

The committee will be responsible for the distribution of daily pairing sheets and programs before the beginning of play each morning to the admission gates, main scoreboard, communications trailer, tournament office, corporate areas and other key locations on-site. The committee will also be responsible for replenishing the pairing sheets as needed.
Volunteers will be needed Monday to Sunday.

RANGE

Volunteers will assist in the operation of the range to distribute practice balls, change nameplates and control access to the range, putting and chipping greens.
Volunteers will be needed Sunday to Sunday.

SCORING

Please visit www.shotlink.com for additional information.
Walking Scorer - Scorekeepers will keep statistics/scores on a handheld "Palm" type computer device.
Laser Operator -Volunteers will record each golf shot by using a trigger type laser and a Palm device. Operators will be located at both the fairway and green (located in elevated towers)
Volunteers will be needed Wednesday to Sunday. A mandatory information session will be conducted the week prior to the tournament. Wednesday of tournament week is a mandatory work day.

SECURITY

The committee is responsible for assisting with access control to restricted areas on-site including the player services area, clubhouse, range area and other secured areas. Volunteers will also ensure patrons display the proper credentials. Experience as a security guard or in law enforcement is **not required** as volunteers will not be expected to encounter any physical disturbances.
Volunteers will be needed Monday to Sunday.

SPECIAL SERVICES

Volunteers will be responsible for assisting our disabled/special needs patrons. Responsibilities include answering various questions from disabled/special needs patrons as well as directing, escorting or transporting patrons to designated viewing areas. Volunteers will be needed Monday to Sunday.

SPECTATOR SERVICES

The committee will be responsible for selling tickets, checking credentials, and operating will call and claim checks at the spectator entrance. Volunteers will also be needed to operate the locator board (an information board and map of the golf course) and assist individuals with special needs. Volunteers will direct spectators to different areas of the golf course and answer general tournament questions.
Volunteers will be needed Monday to Sunday.

STANDARD BEARERS

A Standard bearer's job is to show the gallery who is playing in the group and to display the players' scores. Volunteers must be able to walk 18 holes and have strong golf knowledge and etiquette.
Volunteers will be needed Monday and Wednesday to Sunday.

VOLUNTEER SERVICES

The committee is responsible for assisting with uniform packaging, uniform and credential distribution at the volunteer orientation meetings in the month prior to the championship and to staff the volunteer area during the tournament. The committee will also be responsible for ensuring all 1,700 volunteers have a positive RBC Canadian Open experience. Volunteers will be needed during orientation meetings in June and July, the week prior to the event and Monday to Sunday of tournament week.

(NOTE: Minimum age to volunteer is 15 yrs old)