



## **FREQUENTLY ASKED QUESTIONS**

### **I AM A RETURNING VOLUNTEER; DO I NEED TO SIGN UP AGAIN THIS YEAR?**

Yes! We need to know that you are coming back. Each volunteer is required to register on-line or in person every single year. Priority for assignments will be given to those volunteers who worked the previous Championship, provided your application is received by February 1<sup>st</sup>, 2012.

### **HOW MANY SHIFTS MUST I VOLUNTEER?**

Each volunteer must commit for a minimum of 3 days during Championship week. Shift lengths vary (at least 6 hours per shift) between committees. Certain committees will have a specific mandatory training session prior to Championship Week. You will work with the volunteer leaders in your committee to figure out your schedule once you have been placed.

### **MAY I STILL VOLUNTEER IF I AM NOT ABLE TO COMMIT TO THE MINIMUM REQUIREMENTS?**

Yes – however, not every committee is able to accept “part-time” volunteers. Check with your Captain or Chairman to see if they will be able to accommodate you. If they are not able, contact the Championship Office. We will find a committee that is able to suit your scheduling needs.

### **AM I REQUIRED TO PURCHASE THE VOLUNTEER PACKAGE? HOW COME?**

Yes, all volunteers are required to purchase the Volunteer Package. The Montreal Championship is a televised, professional, golf event, and as such, must meet the standards of professional golf. (i.e. proper collared golf shirts with black pants – no T-shirts or Jeans) Additionally, one of our primary goals is to continue to support our surrounding communities through charitable contributions. We ask each volunteer to cover a portion of the cost of the uniforms so that the Championship can continue to support the community each year. As a thank you to our volunteers for their support and for helping us to give back, we do our best to add additional value to the Volunteer Package so that its value is evident. The current Volunteer Package is valued at about \$300 and costs just \$99 to purchase.

### **HOW DOES THE CHAMPIONSHIP DECIDE WHICH COMMITTEE I WILL BE PLACED ON?**

As of February 1<sup>st</sup>, committee placements are made on a first come first serve basis. If your first choice committee is not available, you will be placed into your second choice committee respectively. If none of your choices are available, we will contact you to discuss your placement. All returning volunteers registered prior to February 1<sup>st</sup> will be guaranteed their return position as a thank you for their loyalty. Committee Captains and Directors will contact each Volunteer and inform you of which committee you have been placed in to.

### **WHAT IS THE CHAIN OF COMMAND WITHIN EACH DIVISION?**

Each Division (i.e. Marshals, Scoring, Player Services etc.) is lead by a Chairperson that is responsible for the overall management of that Division. Each Chairman is supported by Committee Directors. Committee Directors manage their respective committees within the division and along with Committee Captains, are your primary contact with the organization. Chairman, Directors and Captains supervise many volunteers at the same time and we therefore ask for your understanding and patience with them. They also assign daily tasks and responsibilities to team members. They ensure effective and proper communication between the organizers and the volunteers and resolve the majority of minor problems. The Montreal Championship counts on the support of 15 Division Chairman, 40 Committee Directors and over 75 Committee Captains. In all, over 750 volunteers are required to meet the needs of the Champions Tour. We are very proud of our management team as they play a primary role in the overall success of the Championship. Please contact the Volunteer Chairman should you be interested on taking on a more involved role.

## **FREQUENTLY ASKED QUESTIONS (continued)**

### **MUST I ATTEND THE VOLUNTEER ORIENTATION MEETING AND UNIFORM DISTRIBUTION?**

Absolutely YES! The orientation session for all volunteers will be held on Saturday, June 16<sup>th</sup>, 2012. Attendance is mandatory. All will benefit from the training and knowledge related to the operations of your committee and others that will unfold during the tournament. Please advise your Captain or Director if you are not able to attend the orientation session.

### **WHERE DO VOLUNTEERS PARK DURING THE TOURNAMENT?**

Every volunteer will be provided with a weeklong parking pass for the Volunteer Lot which is located only a few minutes away from the golf course. There is a shuttle service that runs constantly throughout the day to shuttle volunteers to and from the golf course. All individuals riding on the Shuttle will be required to show their volunteer credentials to board, or be a ticketed guest riding with a credentialed volunteer. Individuals without the proper credentials will not be permitted to board the shuttle.

### **HOW LONG SHOULD I EXPECT IT WILL TAKE TO GET FROM THE PARKING LOT TO MY POST?**

On average, it takes about 30 minutes from the time you pull into the Volunteer Parking Lot and the time you arrive at your scheduled post. If you plan to arrive 30 minutes prior to your scheduled start time, you should have plenty of time to get where you need to go on time.

### **MUST I WEAR THE OFFICIAL UNIFORM EVERY DAY?**

Volunteers are required to wear the current year's volunteer uniform shirt. This allows us to identify current volunteers on the golf course, based on their uniform. Volunteers are eligible to purchase additional shirts during the registration process for \$35 each. Additional shirts will not be available for purchase again until Thursday, of Championship Week. The volunteer outerwear, however, is flexible. You are permitted to wear any of the volunteer outerwear pieces provided to you as a part of current or previous Volunteer packages, specifically if it makes more sense to wear one over the other due to weather concerns. Volunteers are ONLY permitted to wear their own outerwear in the case of rain or extreme weather conditions. We do ask that in this instance, you try to select an outerwear piece that is discreetly branded, and preferably not bright.

### **IS IT TRUE THAT VOLUNTEERS TAKE PART IN THE CLOSING CEREMONIES?**

Yes, Volunteers are invited to participate in the closing ceremonies of the Montreal Championship. Tradition has it that our volunteers make a circle behind that last group of players on the 18th hole and form a human chain and follows the players to the green. In this way, the volunteers are on the front row for the closing ceremony.

### **WHEN IS VOLUNTEER APPRECIATION EVENING?**

Immediately after the closing ceremonies Volunteers will congregate for a special evening during which they will have a chance to win one of the numerous door prizes and celebrate a wonderful the numerous friendships formed throughout the Championship.