



Volunteer Committee Descriptions

NOTE: Minimum age to volunteer is 14 years old

Admissions & Spectator Services

Have you ever needed help with tickets to a show or game and wished there were someone knowledgeable to help you through any ticketing issues? Do you like meeting and working with lots of fun people? This committee is for you! You will be stationed on site where daily tickets are sold at the entrance, you are welcoming people as you scan their tickets and answering questions that will make their day great. But wait...it does not end there! You are part of a team that will ensure anyone requiring special assistance feels welcomed at the event. We will take you on any of the tournament days, Monday through Sunday, and if you are a student, we will work around your schedule to ensure you get your volunteer hours.

Ambassadors

The committee that makes the ultimate first impression! Think of yourself as the first face any spectator sees when entering the RBC Canadian Open. You are hospitable, you have the warmest smile and you are the all-knower of the golf course! You will know how to navigate the Golf Canada App to help fans find their favourite player on course, locate a restroom, or grab food and drinks at the Recipe Unlimited Fare Way. You interact with guests on and off course, direct fans to the entrance, shuttle parking lots, or the BDO Fan Services tent. You will be easy to find outfitted in a you are special uniform colour, just for ambassadors! If you are outgoing, friendly, and energetic – this is your ideal match. We would need your smiling face on any of the tournament days, Monday through Sunday, with Thurs-Sun as the busiest days.

Caddie Services

If you want to be part of a special group that help make the Pros shine, this is the committee for you. Consider yourself the caddie to the caddie! You help ensure caddie bibs are collected and organized for the following day. You distribute towels and yardage books and help make sure the caddies have THE BEST experience during the tournament. The goal for this committee is simple: be the best stop on tour for caddies. Shifts may start during advance week and at times may be longer than four shifts. Extra bonus if you're an early riser, as those interested can watch the sun rise if you prefer the early shift!

Communications

The HUB of information! The central point handling all tournament communications and dispersing appropriately. You help answer spectator questions and/or forward incoming calls to appropriate departments. Volunteers in this committee keep key departments and committees informed through their organizational skills and as well as the distribution and collection of tournament radios. If you think this you and have availability on any days from Monday through Sunday, then sign right on up!

Competition Support

Do you have an eye for detail and precision? Do statistics and numbers excite you? If yes, this is the committee for you! Using a state-of-the-art system for collecting and distributing real-time scoring and statistical data, ShotLink, the Competition Support Committee is multi-dimensional, broken into three sub-committees. Walking Scorers: they track scores and record data that is relayed in real time to scoreboards, network broadcasts and digital platforms around the world. Laser Based Operators (LBOs): stationed on the fairways and greens to capture ball position and enable real-time distance data and statistics. Then finally the Spotters: tracking and locating a player's ball in flight and post landing.

- **Competition Support - Walking Scorer** Scorekeepers will keep statistics/scores on a handheld tablet device. Volunteers will require a strong knowledge of the rules and comfortable using technology. Volunteers are needed Wednesday to Sunday with mandatory availability required from Wednesday to Friday. PGA TOUR ShotLink will provide an online material & training sessions prior to the tournament week ensuring you are comfortable with this fantastic 'Inside the Ropes' role. Please visit www.shotlink.com and www.golfcanada.ca/rules-of-golf/ for additional information
- **Competition Support – Location-Based Operator** Volunteers are stationed on the fairways and greens to capture ball position and enable real-time distance data and statistics. You record each golf shot location using a tablet and in some situations a golf Rangefinder type device. Volunteers should have a good understanding of golf & basic mapping skills (e.g. plotting a golf ball's location on a map of a hole). Volunteers will be needed Wednesday to Sunday with a preference to be available at minimum on Thursday & Friday along with a 1-2hr practice on-course session held on Wednesday.



- **Competition Support - Spotters** Tee and Ball Spotters will assist with tracking and locating a player's ball in flight and post landing. Volunteers will be located at the tee box and along the fairway and are needed Monday, Wednesday - Sunday of tournament week with a preference to be available at minimum on Thursday & Friday.

Corporate Hospitality

You are the eyes on the ground and the gatekeeper of our Skyboxes and Tents. If you volunteer on this committee, you are hospitable, charismatic, charming yet stern and strong in your presence. You assist in the admissions process and help enhance our guest experience. Volunteers for this committee must be available for all four days between Thursday to Sunday. Minimum age is 18 years old.

Evacuation

Stop, drop and listen to this committee! You are responsible for the safe evacuation of players and caddies from the golf course if necessary. You are the voice or driver we will turn to in specific vehicle evacuation areas allocated by zone. There are usually two to four areas depending on the golf course layout. You will be needed Monday to Sunday—volunteers must be at least 25 years of age and **MUST** have a Driver's License in good standing.

Golf Carts

You keep the tournament moving... literally! Starting advance week, this role will ensure the proper distribution and maintenance of golf carts. Volunteers will sign out golf carts to authorized personnel, ensuring that all carts are returned and ready for use the next day. Minimum age is 18 years old, and you **MUST** have a Driver's License in good standing.

Grounds & Course

The committee that is responsible for keeping those that spend all day outside hydrated. From PGA TOUR professionals and players to the Gallery Management Ambassadors, you are responsible for restocking and distributing liquid refreshments. Additionally, you will help with the distribution of signs, deliveries, etc. to designated drop off points on-site. In this role, you also help manage all the water stations on-site, assisting spectators and volunteers with the refillable water bottles. Last, but certainly not the least, this committee will assist in selling refillable water bottles. The proceeds of the water stations go to the Golf Canada Foundation in support of First Tee – Canada. Volunteers will be needed Monday to Sunday.

Gallery Management Ambassadors

Want to be apart of the largest committee? Formerly known as the "Marshal Committee," the Gallery Management Ambassadors are established to ensure that every volunteer inside and outside the ropes has a clearly defined purpose: provide a world-class guest experience; ensure the safety of all guests; and provide a level of consistency for our players and guests. GMAs are the conductors of the field! From the tee areas to the fairways, greens and beyond, everyone listens to you! Consider it the ultimate game of Simon Says. These volunteers must work four shifts total and at least one on Monday, Tuesday and/or Wednesday for training.

Medical

Volunteers of this committee must be certified in their profession. They must be in the medical field as a doctor, nurse, or paramedic. You are in the field supporting our contracted EMS team on important medical decisions and are the point person for the PGA TOUR's medics and for the players.

Operations Support

Want a behind the scenes look at what goes into setting up a PGA TOUR tournament? Starting the week before the event, you will join our amazing Operations team to help assemble the RBC Canadian Open. You will assist in preparing key elements of the tournament including setting up signage, roping the course, and creating other volunteer committee spaces. You will need to be flexible as new tasks may arise throughout the day. Volunteers will be needed starting the week leading up to the tournament, until the Tuesday post-tournament. Minimum 16-years of age to volunteer. If you prefer to get a little dirty and use your muscles, this is the committee for you.

Player Services

You are full of personality and hospitality, but most importantly professionalism. You value hosting and being able to help players with all their needs. Your priorities: registering players for the championship, coordinating local activities, gathering material for information packages as well as handling general hospitality inquiries from players and their families. If you know the city of Toronto and the community at hand, then we need you on this committee! Volunteers will be needed Sunday to Sunday. Minimum age is 18 years old.



Player Shuttle

Are you someone who enjoys driving golf carts and sometimes cars? This role will assist in getting players around the golf course. From the practice range to their holes, the tournament depends on you to get players there on time! Drivers must be 25 years of age or older, with a valid driver's license and must complete the requested driver information on the volunteer application.

Player Transportation

Are you someone who enjoys driving cars and sometimes golf carts? Volunteers will transport PGA TOUR professionals, caddies, and tournament officials to and from airports, official hotels, private housing, and the golf club. An extremely personal but professional personality is what is needed here! Drivers must be 25 years of age, with a valid driver's license and must complete the requested driver information on the volunteer application. Volunteer shifts will start as early as Friday of the advance week prior to the tournament and will end the Monday after the tournament wraps. Depending on flight schedules, shifts may start as early as 5:00am and end as late as 2:00am.

Pro-Am

Looking to wrap up your volunteer responsibilities as early as Wednesday of tournament week? This is the committee for you. Volunteers will serve as hosts during the Pro-Am's on Monday and Wednesday of tournament week. They will staff the amateur registration tables, assist with the draw party, and assist with coordinating the Pro-Am's as required. Volunteers will be needed on Monday, Tuesday afternoon/evening and all-day Wednesday of tournament week.

Practice Facility

Get inside the ropes to experience how the stars of the PGA TOUR train. You will assist in the operation of the practice range to distribute practice balls, change name plates, and control access to the range, putting and chipping greens. Volunteers will be needed Sunday to Sunday with shifts starting as early as 5:15am.

Special Events

Do you like to put on seamless events? Bring people together for a great time? In this committee role, you will assist Golf Canada in the execution of unique events throughout the tournament. Volunteers should be personable, have excellent customer service skills, and must be able to get around the golf course on their own.

Standard Bearers

Looking for an up close and personal experience? 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 a professional etiquette. Volunteers will be needed Wednesday to Sunday with a preference to be available at least Wednesday to Friday.

Volunteer Services

This role is the ultimate resource for volunteers. 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 2,300+ volunteers have a positive RBC Canadian Open experience. These volunteers will assist in operating the Volunteer Shuttle throughout the week – ensuring volunteers get to their designated hole in timely fashion. There will be some key May dates where you may be needed and then starting tournament week.

50/50 Sales Committee

Are you charming and persuasive—not afraid to engage with spectators to raise money for a worthy cause? On tournament days (Thursday through Sunday), the Golf Canada Foundation will be selling 50/50 tickets on-site at the RBC Canadian Open in support of the event's official charity, First Tee - Canada. Volunteers are needed to assist in selling tickets. During their shift, each volunteer will be given a Golf Canada Foundation caddy bib with a 50/50 name badge on the back. While most volunteers will be assigned stations on the golf course, a limited number will be roaming vendors. If you are outgoing and persuasive, this is the committee for you!