



**JULY 22<sup>ND</sup> - 28<sup>TH</sup>, 2013**

**GLEN ABBEY GOLF CLUB  
RBC EMPLOYEES AND PENSIONERS  
VOLUNTEER APPLICATION FORM**

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Be a part of our national championship!

The 2013 RBC Canadian Open will be an event to remember. To make this a successful event Golf Canada 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.



<b>PLEASE RETURN COMPLETED APPLICATION TO:</b>	<b>RBC CANADIAN OPEN - TOURNAMENT OFFICE</b> 1333 Dorval Drive, Suite 1 Oakville, Ontario Canada L6M 4X7 Fax: 905-845-7040 Telephone: 1-800-263-0009 ext.434 Email: <a href="mailto:mwright@golfcanada.ca">mwright@golfcanada.ca</a>
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# VOLUNTEER INFORMATION

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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 will receive a volunteer package that includes:
- 1 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 skorts 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!
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:

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- 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 1<sup>st</sup>, 2013.
- 2) **How do I pay for my volunteer package?**
  - a. As an RBC employee you only need to provide your employee number. RBC pays for your volunteer fee.
- 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.

# 2013 RBC CANADIAN OPEN

GLEN ABBEY GOLF CLUB

JULY 22 - 28

## 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: \_\_\_\_\_ Second phone: \_\_\_\_\_ Email: \_\_\_\_\_

Email address is required

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 **PLAYER TRANSPORTATION**: 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: (Must be available at least 4 days)

All Week (July 22 - 28) ☐ 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 ☐ (men's only) Cap ☐ or Visor ☐ (you can choose only one)

RBC EMPLOYEE NUMBER: \_\_\_\_\_

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/or 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 SERVICES

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.

## 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.

## 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.

## 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.

## GROUPS & 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.

## 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 must have the physical ability to work six-hour shifts, walk to and from their hole assignments, and be in the sun or rain for long periods of time. Marshals must work Monday, Tuesday and/or Wednesday for training and be available to work at least two shifts Thursday to Sunday.

## 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 Saturday and Sunday before the tournament as well as the Monday following the tournament.

## 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). Please visit [www.shotlink.com](http://www.shotlink.com) for additional information. 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.

## RBC AMBASSADOR

RBC Ambassadors will be responsible for assisting patrons in locating amenities as well as answering general tournament inquiries. The committee's objective is to have people leave the RBC Canadian Open knowing they had an enjoyable experience and were greeted and assisted by accommodating RBC employees and pensioners. The RBC Ambassadors team will be stationed at high traffic areas throughout the golf course. To serve on this committee you should be an outgoing, friendly and energetic individual with excellent customer service skills. A limited number of spots are available so selections will be made on a first come basis.

## 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.

## 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.

## 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 while carrying the 10lb standard. Strong golf knowledge and etiquette is required.

## 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)