



PRESIDENTS CUP™

**Presidents Cup**  
**COMMITTEE DESCRIPTIONS**  
**Quail Hollow Club ♦ Charlotte, NC ♦ September 19-25, 2022**

**ADMISSIONS**

**Committee Minimum Age: 16**

**Dates of Operation: Tuesday – Sunday (September 20-September 25)**

Volunteers on this committee work to create a premium spectator experience for all. Ticketing volunteers will be stationed at entrances on course, scanning tickets and greeting guests at one of the gates. Volunteers will also assist with the operation of the ticket office. Responsibilities include, but are not limited to, assisting with ticket sales, ticket scanning, ticket redemptions and will call. Great customer service skills are required as committee volunteers are the first people that the guests and sponsors interact with when arriving on-site. Volunteers are encouraged to learn about the tournament, so they are able to answer questions from spectators. This committee works outside all day and volunteers must be comfortable with being on their feet most of the day.

**CITI INTERACTIVE ZONE**

**Committee Minimum Age: 18**

**Dates of Operation: Wednesday – Sunday (September 21 – September 25)**

The Citi Interactive Zone is an open to the public venue that will offer engaging golf activities for all fans. Volunteers on this committee will assist with the activities in the zone and will also serve as ambassadors by welcoming guests and answering any questions within the zone. This position will work inside the tent most of the day and volunteers must be prepared to stand on their feet most of the day.

**COMMISSARY & SUPPLY DISTRIBUTION:**

**Committee Minimum Age: 18**

**Dates of Operation: Saturday – Sunday (September 17 – September 25)**

Volunteers on this committee will transport drinks, ice, and snacks from designated commissary location to all holes on the course, scoring, tents, practice range, media center, volunteer center, etc. Volunteers will also work with FedEx, UPS and any other carrier service that delivers to the tournament on receiving and shipping packages during tournament. Volunteers must have the ability to lift a minimum of 5lbs and be on their feet most of the day. The position works outside most of the day and volunteers must be prepared to work in all weather conditions.

**Please note: must be at least 18 years old with a valid driver's license issued by the volunteer's jurisdiction of residency to operate a golf cart.**

**CORPORATE HOSPITALITY:**

**Committee Minimum Age: 18**

**Dates of Operation: Tuesday – Sunday (September 20 – September 25)**

Volunteers on this committee will greet guests, check credentials, and provide wristbands to clients at all hospitality locations. Volunteers will ensure that only properly credentialed clients are allowed inside the venue. Volunteers will also assist guests with directions to locate their hospitality location and other areas around the course. This committee works outside all day and volunteers must be comfortable with being on their feet most of the day.



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### **GALLERY MANAGEMENT (FORMERLY KNOWN AS MARSHALS):**

**Committee Minimum Age: 16**

**Dates of Operation: Tuesday – Sunday (September 20 – September 25)**

***\*Volunteers must be able to work full day shifts on this committee\****

Gallery Management volunteers are assigned to each of the 18 holes on course outside the ropes. This committee will enforce crowd control during the tournament, ensuring players safety and easy access from hole to hole. Gallery Managers will signal the gallery to quiet as players address the ball for their shot. These volunteers are on their feet all day and volunteers must be prepared for all weather conditions.

### **GOLF CARTS:**

**Committee Minimum Age: 25**

**Dates of Operation: Saturday – Sunday (September 17 – September 25)**

Volunteers in this committee will manage inventory, distribution, and collection of golf carts during tournament week. The committee will also assist in shuttling volunteers to certain locations in the morning. **Please note volunteers must be at least 25 years old with a valid driver's license issued to operate a golf cart.**

### **GUEST SERVICES**

**Committee Minimum Age: 16**

**Dates of Operation: Tuesday – Sunday (September 20-September 25)**

Volunteers on this committee work to create a premium spectator experience for all. Guest Services volunteers will be stationed around the course answering fans questions and greeting guests at the main entrance. Volunteers are encouraged to learn about the tournament, so they are able to answer questions from spectators, such as directing them to the nearest restroom or informing them where they can find food. This committee will be given the proper resources to learn the information. These volunteers are on their feet all day and volunteers must be prepared for all weather conditions.

### **MEDIA CENTER**

**Committee Minimum Age: 18**

**Dates of Operation: Monday – Sunday (September 19 – September 25)**

The media center is the hub for television, print and radio reporters during the tournament. The media committee works directly with the PGA TOUR communications team to assist in the operation of the media center. Duties will include helping to organize interviews with players, working with reporters, and being a general help to the many people housed within the media center.

### **MERCHANDISE**

**Committee Minimum Age: 16**

**Dates of Operation: Tuesday – Sunday (September 20 – September 25)**

Volunteers will help the golf staff at the official merchandise tent. There are various positions to choose from, all which include standing. Responsibilities include greeting patrons as they enter and exit the official merchandise tent and stock, sell, and bag merchandise. Consumer sales experience is preferred, but excellent customer service and a friendly, helping attitude are preferred.



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### PLAYER MOVEMENT & EVACUATION:

**Committee Minimum Age: 25**

**Dates of Operation: Monday – Sunday (September 19 – September 25)**

***\*Volunteers must be able to work full day shifts on this committee\****

Assist in facilitating the evacuation plan for players in case of inclement weather. Must remain calm under pressure and in bad weather conditions. You will be driving either a golf cart or a 10-passenger van. **Please note: must be at least 25 years old with a valid driver's license issued by the volunteer's jurisdiction of residency in order to operate a golf cart transporting passengers.**

### SAFETY

**Committee Minimum Age: 18**

**Dates of Operation: Tuesday – Sunday (September 20-September 25)**

The Safety Committee is responsible for identifying and in some situations, correcting safety hazards around the golf course. Volunteers will be assigned to a specific area of the golf course to look for safety hazards and will assist in reporting accidents in their assigned area. The Safety Committee will also distribute safety signage and equipment if needed. These volunteers will work outside.

### SHUTTLE SERVICES

**Committee Minimum Age: 25**

**Dates of Operation: Tuesday – Sunday (September 20 – September 25)**

Volunteers in this committee will transport guests that require assistance to and from admission gate, specific viewing areas on course and hospitality locations. Volunteers will also transport VIP guests and Green Mile Club guests. Shuttles will also assist in picking up volunteers during evacuations and do any one-off shuttle needs. **Please note: must be at least 25 years old with a valid driver's license to operate a golf cart and transport passengers.**

### SPECIAL EVENTS & HONORARY OBSERVERS:

**Committee Minimum Age: 16**

**Dates of Operation: Wednesday – Sunday (September 21 – September 25)**

This committee provides support for all aspects of the tournament's special events leading up to tournament and during tournament week. Volunteers will then oversee the registration, training, and execution of the honorary observer program Thursday – Sunday. Volunteers will be asked to assist with Volunteer Appreciation party as well. This position works outside at times, so volunteers must be prepared for all weather conditions.

### STANDARD BEARERS:

**Committee Minimum Age: 14**

**Dates of Operation: Thursday – Sunday (September 22 – September 25)**

***\*Volunteers must be able to work full day shifts on this committee\****

Standard bearers are tasked with the duty of carrying the sign that shows the gallery what players are in the group and displays their current scores. A basic understanding of golf scoring and golf etiquette is required, though it can be learned from the walking scorer. Training is required for new volunteers on this committee. Volunteers must be able to walk 18 holes carrying a 5 lbs. sign in various weather conditions.



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### TOURNAMENT OFFICE SUPPORT:

**Committee Minimum Age: 16**

**Dates of Operation: Monday – Sunday (September 19 – September 25)**

Volunteers will assist the tournament staff with general administration duties including answering the phones, assembling sales materials, and more!

### TRANSPORTATION:

**Committee Minimum Age: 25**

**Dates of Operation: Pre-Tournament Saturday – Post-Tournament Monday (Saturday, September 17 – Monday, September 26)**

Transportation committee members are responsible for the pickup and drop off of players and their families throughout the course of the week. Volunteers on this committee will meet players, officials and designated guests at the airport and assist them with their transportation needs. ***Must be over 25 years of age and have a valid driver's license. The largest need in this committee falls at the beginning and end of tournament week. You must be fully vaccinated in order to participate on this committee.***

### VOLUNTEER CENTER & UNIFORM DISTRIBUTION:

**Committee Minimum Age: 16**

**Dates of Operation: Monday – Sunday (September 19 – September 25)**

Prior to tournament week, Uniform Distribution will assist in handing out volunteer uniforms. During tournament week, this committee assists in servicing the volunteers in the tent. Responsibilities include answering volunteer questions, directing volunteers to their committee check-in locations, re-stocking snacks and beverages, selling volunteer merchandise, and assisting the tournament in creating an overall excellent volunteer experience. This position is one that can be very busy and quiet at times throughout the tournament week.

### COMPETITION SUPPORT

Volunteers who perform competition support functions will enjoy a unique inside-the-ropes experience. Using ShotLink, a state-of-the-art system for collecting and distributing real-time scoring and statistical data, these exciting volunteer positions are essential to the success of the tournament and put volunteers right where the action is. ***Please see the following three committees below that will function under Competition Support:***

#### Laser Based Operators:

**Committee Minimum Age: 18**

**Dates of Operation: Thursday – Sunday (September 22 – September 25)**

**Training is MANDATORY (online and in person) and the use of technology is required in this position.**

There are 3 different placements of volunteers. When choosing this committee, you may be placed as one of the three positions below.

#### 1. LASER BASED OPERATOR

- a. The Laser Operator role is responsible for using a laser rangefinder to track the landing position of shots on and around the fairway. This important function of the ShotLink scoring system enables real-time distance data and statistics to be delivered to scoreboards, TV broadcast, internet and mobile device applications. It requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Laser operators are stationed on a fairway and should be physically able to stand at their laser position for the duration of their shift in potentially varied weather conditions. Laser operators should



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be comfortable with technology and focused on capturing data in a timely but accurate manner. Laser operators are required to complete approximately one hour of online training, an in-person training session the weekend prior to the tournament, on-course training on Wednesday of tournament week and should be available to work a shift for at least two tournament days.

### 2. TABLET OPERATOR

- a. The Tablet Operator role is divided into 3 specific roles: Fairway Quick Tablet Operator; Greenside Quick Tablet Operator and Greenside Camera Tablet Operator. Each position is responsible for using a handheld tablet device to plot the ending position of shots. This important function of the ShotLink scoring system enables real-time distance data and statistics to be delivered to scoreboards, TV broadcast, internet and mobile device applications. It requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Tablet operators are expected to be mobile and walk around the green as necessary to gain accurate insight into ball location. Tablet operators should be physically fit, capable of standing/walking for the duration of their shift in a variety of weather conditions. A one-hour online training course and an additional one-hour in-person training session prior to tournament week are required. Tablet Operators are also encouraged to attend on-course training on Wednesday of tournament week and should be available to work for at least two tournament days.

### 3. ROVER

- a. The Rover position is responsible for rotating through each of the ShotLink Volunteer positions on a specific golf hole to provide breaks, answer questions, and provide assistance as needed. In some cases, the Rover may serve as a liaison between the ShotLink Truck and the ShotLink volunteers on the Rover's assigned hole. The Rover should be an experienced volunteer that has completed the training for each type of volunteer position, as well as training specific to the ShotLink Rover position. Rovers will be required to attend and/or assist with the on-course training provided to Laser, Tablet and Spotter volunteers on Wednesday of tournament week and should be available to work for at least two tournament days.

#### SHOTLINK SPOTTERS:

**Committee Minimum Age: 18**

**Dates of Operation: Thursday – Sunday (September 22 – September 25)**

The Spotter positions assist the fairway operators with locating ball positions and identifying situations where the player's shot may be obstructed. This position requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Spotters are expected to be mobile and walk as necessary to locate shots in their designated area (normally 1 side of a golf hole). Spotters should be physically fit and capable of standing/walking for the duration of their shift in a variety of weather conditions. The ShotLink Advance staff will provide orientation for this role on-site in conjunction with the committee chairperson. The Spotter should be available to work for at least two tournament days

#### WALKING SCORERS:

**Committee Minimum Age: 18**

**Dates of Operation: Wednesday – Sunday (September 21 – September 25)**

**Experience is REQUIRED. Training is MANDATORY (online and in person) and the use of technology is required in this position**

The walking scorer is responsible for keeping on-course statistics and scores using a handheld computer device and a voice radio with headset. A good understanding of the rules of golf and golf etiquette are required. You must have the ability to walk 18 holes in all weather conditions while maintaining responsibility for your equipment. The PGA TOUR staff holds a training orientation for this committee that volunteers are required to attend to learn how to become a walking scorer. You must have prior experience as a walking scorer to be on this committee.