



## 2008 Charles Schwab Cup Championship Volunteer Survey

1. For which committee did you volunteer during the 2008 Charles Schwab Cup Championship (CSCC)? (Check all committees that apply)

Admissions/Will Call  
Caddies  
Carts  
Commissary  
Corporate Hospitality  
Disabled Services/ Information  
First Aid  
Greenside & Laser Fairway Operators  
Media Center  
Marshals  
Office Administration  
Player Evacuation  
Player Services  
Practice Area  
Pro-Am Services  
Standard Bearers  
Supply Distribution  
Transportation  
TV Spotters  
Volunteer Headquarters  
Walking Scorers

2. Have you previously volunteered for the Charles Schwab Cup Championship **at the Sonoma Golf Club**?

YES                  NO

3. If **YES**, please indicate each year in which you served as a volunteer:

2003                  2004                  2005                  2006                  2007

4. In total, how many hours did you volunteer *prior to, during, and after* the 2008 Charles Schwab Cup Championship? (Choose the **MOST** appropriate answer)

- 1 – 5 hours
- 5 – 10 hours

- 10 – 15 hours
  - 15 – 20 hours
  - 20 – 30 hours
  - 30 + hours
5. As a Charles Schwab Cup Championship volunteer were you aware that the CSCC has donated nearly \$1.4 million to local charities in and around the City of Sonoma in 2007?
- YES
  - NO
6. Looking back on your volunteer experience at the 2008 Charles Schwab Cup Championship how would you rate your overall tournament experience?  
(1 = Extremely Unfavorable, 8 = Extremely Favorable)
- 1 – 8
7. Would you volunteer again for the Charles Schwab Cup Championship? (Choose the MOST appropriate answer)
- Definitely
  - Probably
  - Undecided
  - Probably Not
  - Definitely
8. If you **intend** to volunteer for the 2009 Charles Schwab Cup Championship, please continue to Question 8.
- If you **do not intend** to volunteer for the 2009 Charles Schwab Cup Championship, please tell us why you are unlikely to or will not volunteer next year.
- ...
9. How would you rate your Vice Chair and/or Committee Chair with regards to the following: (Choose ONE = Not Satisfied, Somewhat Satisfied, Very Satisfied, Extremely Satisfied, N/A)
- Recruiting
  - Communication
  - Scheduling
  - Motivation
  - Preparation leading up to Championship Week
  - Presence during Championship Week
  - Follow up after Championship Week

10. How would you rate the Volunteer Handbook? (Choose ONE)
- GREAT – very informative! Everything I needed to know
  - Could have been better
  - Don't recall getting one
  - I didn't read it
11. What improvements and/or changes can you suggest for the 2009 Charles Schwab Cup Championship Volunteer Handbook? Please explain...
12. How would you rate the training you received for your committee assignment?  
**NOTE:** Not all committees required a training session. (Choose ONE)
- GREAT – I was well prepared
  - Could have been better
  - What training? I didn't get any...
13. What improvements can you suggest for volunteer training for the 2009 Charles Schwab Cup Championship? Please explain...
14. When considering the \$85 volunteer application fee, how would you rate the value you of the 2008 Volunteer Package? (Choose ONE)
- VERY Good value
  - GOOD value
  - FAIR value
  - POOR value
15. If you indicated POOR value, please explain...
16. How satisfied were you with each of the following items in the Volunteer Package? If you were not aware or did not receive and/or use any item, please check N/A (Scale = Not Satisfied, Somewhat Satisfied, Very Satisfied, Extremely Satisfied, N/A)
- Uniform Shirt
  - Uniform Outerwear Piece
  - Volunteer Ball Cap
  - Volunteer Women's Visor
  - Marshal Ball Cap
  - Pre-Shift Meal Vouchers
  - 50% off additional tickets to the Charles Schwab Cup Championship (Limit TWO)
  - Round of Golf at the Sonoma Golf Club
  - Volunteer Parking

- Volunteer Headquarters (Located near # 9 Green)
17. What improvements can you suggest for the 2009 Charles Schwab Cup Championship Volunteer Package? Please explain...
18. Did you attend the Volunteer Party on Saturday, October 25<sup>th</sup> at Cline Cellars Winery?
- Yes
  - No
19. How satisfied were you with each of the following components of the Volunteer Party: (Scale = Not Satisfied, Somewhat Satisfied, Very Satisfied, Extremely Satisfied, N/A)
- Date & Time (Saturday, October 25<sup>th</sup>, 3:00pm-5:00pm)
  - Food
  - Beverage
  - Location (Cline Cellars Winery)
  - Charles Schwab Cup Championship Staff
  - Raffle Prizes
20. What improvements can you suggest for next year's Volunteer Party? Please explain...
21. In general how would you rate each of the following aspects of Championship Week? (Scale = Needs Improvement, Fair, Good, Excellent, N/A)
- Directions / Signage
  - Concessions
  - Exhibition Tents on the Practice Area
  - First Aid
  - Hospitality Tents
  - Parking
  - Security
  - Charles Schwab Cup Championship Staff
  - Youth Clinic (Located at the Practice Area)
  - Restrooms
  - Wine Festival (Back Lawn of the Sonoma Golf Club Clubhouse)
22. Indicate any other Northern California tournaments for which have you volunteered? (Check all tournaments that apply)
- AT&T at Pebble Beach
  - First Tee Open at Pebble Beach

- Reno/ Tahoe Open in Reno, NV
- Wine Country Championship at Wente Vineyards, Livermore, CA
- Long's Drugs Challenge at Blackhawk Country Club in Danville, CA
- Toshiba Senior Classic in Newport Beach, CA
- Samsung World Championship at Half Moon Bay Golf Course in Half Moon Bay, CA
- Other, Please specify...

23. In comparison to your other volunteer experiences, how would you rate your 2008 Charles Schwab Cup Championship experience? (Choose ONE)

- Excellent – I had a great time!
- Better than last year
- Better than other tournaments
- About the same as other tournaments
- Worse than other tournaments
- Much worse than other tournaments

24. Additional Comments:...