

# Volunteer Handbook



**August 7-11, 2019**  
**Liberty National Golf Club**  
**Jersey City, NJ**

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### ADMISSION GATE OPENING HOURS

Wednesday, August 7	7 a.m.
Thursday, August 8	7 a.m.
Friday, August 9	7 a.m.
Saturday, August 10	7 a.m.
Sunday, August 11	7 a.m.

### ALCOHOL POLICY

Volunteers - Drinking while on duty is PROHIBITED.

General Public - Sale of Alcohol/Beer will cease daily half hour before the end of play.

### APPAREL

All volunteers are required to wear THE NORTHERN TRUST official volunteer uniform while performing their volunteering duties. The official volunteer uniform consists of a 2019 issued lavender Greg Norman polo shirt and **khaki** bottoms (shorts and golf skorts are acceptable). Additional shirts and hats are available for purchase during Uniform Distribution and at the Volunteer Center during tournament week. **Do not wear apparel when off duty.**

### ATM

ATM Machines are located throughout the course; one at the Garden State Market Place and one at the Merchandise Tent.

### AUTOGRAPH POLICY

The PGA TOUR will continue to have a *No On-Course Autograph Policy* in place for both practice rounds and competition days. In response to the growing number of comments and concerns from participating players surrounding Volunteers soliciting autographs, especially when taking advantage of the access they are granted in a working capacity, this policy will be strictly enforced among all volunteers. **Volunteers must adhere to the No Autograph policy at ALL times (this includes taking selfies/photographs). There will be a zero tolerance policy, if you are reported asking for autographs your credential will be removed and you will be asked to vacate the golf course.** In order to enforce this, Volunteers are also required to refrain from autograph seeking at any time they are dressed in uniform on site. Autographs will be permitted when a volunteer is off shift, wearing his/her street clothes, and in a designated autograph zone. The *No On-Course Autograph Policy* is meant to enhance the experience and safety for all parties, we appreciate your cooperation.

### **BLEACHERS**

There are bleachers located at the greens of holes 16 and 17. Please refer to the locator map for exact locations. These bleachers will also be shaded.

### **CART BARN**

The cart barn is located next to the Volunteer Center.

### **MOBILE DEVICES**

Spectators are allowed to have cell phones on the course.

### **PGA TOUR Spectator Mobile Device Policy**

- Devices must always be on silent ; flash may not be used.
- Devices may be used to capture video, audio and photos (content) in all areas throughout tournament week.
- Content may be used for personal purposes (e.g., personal social media); no commercial use.
- No live streaming or real-time coverage (e.g., no shot-by-shot coverage).
- Data use (e.g., texting) is permitted in all areas throughout tournament week.
- Phone calls are allowed only in designated areas.
- Please be respectful of play and do not interfere with players, caddies or media.
- All posted signage and instructions from tournament staff must be observed.
- Failure to comply with this policy may result in the revocation of your ticket.

### **COMMUNICATIONS TRAILER (VOLUNTEERS)**

The Communications Trailer for Volunteer is near the Media Center and Volunteer Center (The Pit). Volunteers will pick-up and drop off their radios at this location.

## **CORPORATE HOSPITALITY LOCATIONS**

### **Private:**

#### **Cabanas**

Private hospitality structures located on the 15<sup>th</sup> green and 18<sup>th</sup> fairway.

#### **Skybox presented by Sands**

Reserved hospitality structure located on the 17<sup>th</sup> green.

#### **18 Green Half Suites**

Private corporate hospitality suites located on the 18<sup>th</sup> green.

#### **18 Green Full Suites**

Private corporate hospitality suites located on the 18<sup>th</sup> green.

#### **17 Green Half Suites**

Private corporate hospitality suites located on the 17<sup>th</sup> green.

#### **Anchor Club presented by GREY GOOSE**

Upgraded ticket venue located on the 18<sup>th</sup> fairway.

#### **The ULTRA Club**

Upgraded ticket venue located on the 14<sup>th</sup> green.

### **PUBLIC:**

#### **Patriots Outpost presented by United Rentals**

Located behind the 4<sup>th</sup> green and open to all active, retired and reserve members of the military.

#### **The ULTRA Club Deck**

Hospitality Deck on the 17<sup>th</sup> Fairway.

#### **Mastercard Club**

Open to the public (with a Mastercard) located at the 17<sup>th</sup> Fairway.

**FAN ZONES:****Skyline Square on 4**

Located on the 4<sup>th</sup> green, fans will be able to enjoy Pizza Vita, Tacosita, Torico's Ice Cream, Expos, shaded seating and more!

**The First Round Fan Village on 13**

Located on the 13<sup>th</sup> green, this beer garden will feature a selection of craft beers and concession options for all spectators to enjoy. Upgraded concessions include Soo Good and Share Korean Flavor CJ Bibigo.

**Garden State Marketplace on 16**

Upgraded concessions including Shake Shack, Luke's Lobster and Sticky's. Located near the 16<sup>th</sup> Fairway.

**City View Village on 17**

Fans will be able to enjoy the ULTRA Deck, Pete's Diner, shaded seating, expos and more located on the 17<sup>th</sup> Fairway.

**FOOD/CONCESSIONS**

Concession stands are located throughout the course:

- Main Entrance
- Practice Range
- 1<sup>st</sup> green
- 3<sup>rd</sup> tee/17<sup>th</sup> tee.
- 6<sup>th</sup> green/13<sup>th</sup> green
- 9<sup>th</sup> tee
- 12<sup>th</sup> green

Volunteer meal chits may be redeemed at any food concession stand or at the lunch buffet in the Volunteer Center. Complimentary breakfast and snack items are available for volunteers each morning at the Volunteer Center.

THANK YOU TO OUR 2019 VOLUNTEER FOOD PARTNERS:





AUGUST 6 - 11, 2019 - LIBERTY NATIONAL GOLF CLUB

**HOSPITALITY MAP KEY**

- NT NORTHERN TRUST HOSPITALITY
- LIB THE LIBERTY CLUB
- 18F 18 FULL SUITES
- 18H 18 HALF SUITES
- CAB CABANAS
- ANC ANCHOR CLUB PRESENTED BY GREY GOOSE
- 17H 17 HALF SUITES
- SKY SKYBOX PRESENTED BY SANDS
- ULT THE ULTRA CLUB



### **LOST AND FOUND**

Lost and Found is located at the Admissions Gate until 5 p.m. Wednesday through Sunday, 8/6-8/11. After 5 p.m., please go to the Finance Office to claim any lost items.

### **MEAL CHITS**

Meal chits will be given out to Volunteers on their respective day of work by their Committee Chairperson or Marshal Hole Captain. Volunteers will receive one chit per shift. Each meal chit booklet is worth \$16 at the concession stands or can be cashed in at the Volunteer Center. Your coupons are not redeemable for alcohol.

### **MISSED SHIFTS**

If you have an unexcused absence for any of your scheduled shifts, your badge **and** your guest tickets will be deactivated. If for any reason you must miss your shift please let your chairperson know beforehand.

### **PARKING / SHUTTLE - VOLUNTEER**

All volunteer parking will be located at **Lot 2** in Liberty State Park, 200 Morris Pesin Drive, Jersey City, NJ 07305. From here, volunteers will be dropped off at the Volunteer Center (approx. 5 minute drive). Shuttles will be provided exclusively for volunteer purposes and volunteers will not mix with the general public. Only your volunteer hangtag will allow access into the volunteer lot.

### **RADIOS & CARTS**

Any volunteer using a cart or radio should use caution as to not interfere with golf in any manner. Always operate with extreme CAUTION. "No cart" zones are enforced all week. Utilization of carts should be held to a bare minimum during play - avoid using routine congested areas or areas adjacent to golfers. Please, predetermine alternate routes that avoid golfers where at all possible.

**\*REMINDER:** Golf Carts are to be used for committee working purposes only. Any use of golf carts for spectating, joy riding, etc. will result in the loss of use.

### **RESTROOMS**

Public restrooms are located throughout the course, specifically at the main entrance, 2<sup>nd</sup> green, 3<sup>rd</sup> tee, 7<sup>th</sup> tee, 12<sup>th</sup> fairway, 6<sup>th</sup> green/13<sup>th</sup> green, 11<sup>th</sup> hole, and the Garden State Marketplace.



### VOLUNTEER SHUTTLE SCHEDULE

Monday	6 a.m. - 6 p.m.
Tuesday	6 a.m. - 8 p.m.
Wednesday	5 a.m. – 7:30 p.m.
Thursday	5 a.m. – 7:30 p.m.
Friday	5 a.m. – 7:30 p.m.
Saturday	5 a.m. – 7:30 p.m.
Sunday	5 a.m. – 7:30 p.m.

Volunteers using the shuttle will be dropped off and picked up at the Volunteer Center. Please use the volunteer lot only on days you are scheduled to work to ensure we have adequate parking for all working volunteers each day.

**\*IMPORTANT** - Please allow yourself enough time to park, ride the shuttle, and arrive to either check-in at the Volunteer Center or the destination your Chairperson instructs you to report to. We suggest arriving at Volunteer Parking at least half an hour prior to your scheduled reporting time.

### SHUTTLES FROM GENERAL PARKING:

Wednesday	6:30 a.m. – 8:00 p.m.
Thursday	6:30 a.m. – 8:00 p.m.
Friday	6:30 a.m. – 8:00 p.m.
Saturday	6:30 a.m. – 8:00 p.m.
Sunday	6:30 a.m. – 8:00 p.m.

**Location:** Newport Mall  
49 Mall Drive West, Jersey City, NJ 07310.

**SCHEDULE OF EVENTS**

**Saturday, August 3, 2019**

Course Closed

- 10:00 a.m. Disney Volunteer Service Excellence Program Session 1  
*Media Center*
- 11:00 a.m. to 3:00 p.m. Volunteer Training  
*The Pit*
- 11:00 a.m. to 1:00 p.m. Blessings in a Backpack  
*Media Center*
- 1:00 p.m. Disney Volunteer Service Excellence Program Session 2  
*Media Center*
- 3:00 p.m. to 5:00 p.m. Volunteer Party  
*Harborside Atrium – Downtown Jersey City*

***\*Disney Volunteer Service Excellence Program is a workshop designed to enhance the overall experience for volunteers this year and years to come by focusing on three core standards; safety, competition and hospitality. You will need to RSVP to the event.***

**Sunday, August 4, 2019**

Practice Round for Professionals

Course Closed to the Public

- 12:00 p.m. – 6:00 p.m. Player Registration/ Facilities Open

**Monday, August 5, 2019**

Course Closed to Public

Practice Round for Professionals

**Tuesday, August 6, 2019**

Course Closed to Public

Practice Round for Professionals

**Wednesday, August 7, 2019**

*Pro-Am Day*

7:00 a.m.

6:50 a.m.— 9:00 a.m.

11:50 p.m.—2:00 p.m.

Gates open to the public

THE NORTHERN TRUST Pro-Am presented by MetLife

*Morning tee times*

THE NORTHERN TRUST Pro-Am presented by MetLife

*Afternoon tee times*

**Thursday, August 8, 2019**

First Round of Competition

7:00 a.m.

7:15 a.m.

11:30 a.m.

2:00 p.m. – 6:00 p.m.

Gates Open to the Public

**Approximate Starting Time**

Military Ceremony

*Patriot's Outpost presented by United Rentals*

GOLF CHANNEL Broadcast

**Friday, August 9, 2019**

Second Round of Competition

7:00 a.m.

**7:15 a.m.**

2:00 p.m. – 6:00p.m.

Gates Open to the Public

**Approximate Starting Time**

GOLF CHANNEL Broadcast.

**Saturday, August 10, 2019**

Third Round of Competition

7:00 a.m.

**8:00 a.m.**

1:00 p.m. – 2:30 p.m.

3:00 p.m. – 6:00 p.m.

Gates Open to the Public

**Approximate Starting Time**

GOLF CHANNEL Broadcast

CBS Broadcast

**Sunday, August 11, 2019**

Final Round of Competition

7:00 a.m.

**8 a.m.**

12:00 p.m. – 1:30 p.m.

2:00 p.m. – 6:00 p.m.

6:00 p.m.

Gates Open to the Public

**Approximate Starting Time**

GOLF CHANNEL Broadcast

CBS Broadcast

Trophy Ceremony

*18<sup>th</sup> Green*



**TICKETS**

	<u>Advance</u>	<u>Gate</u>
<b>General Admission</b>		
Wednesday	\$35 (Per Day)	\$45 (Per Day)
Thursday – Friday	\$60 (Per Day)	\$70 (Per Day)
Saturday-Sunday	\$70 (Per Day)	\$80 (Per Day)
Weekly (Wed – Sun.)	\$195	N/A at Gate

**Youth Tickets (Grounds Admission only)** - under 18 is free when accompanied with a paid adult.

**Anchor Club**

Tuesday – Sunday      \$160-\$185  
(Changes Per Day)

**TOURNAMENT OFFICE & VOLUNTEER ADMIN OFFICE**

The office is located in The Pit (parking lot of LNGC) on the opposite side of the Clubhouse.

**VOLUNTEER APPRECIATION PARTY**

The Volunteer Appreciation Party will be held on Saturday, August 3 at the Harborside Atrium in Jersey City, NJ from 3:00-5:00PM.

Parking will be located across the street in the parking lot. It will be \$5 to park. Otherwise, you can find street parking around the area as there is a ton.

**VOLUNTEER CENTER**

The Volunteer Center is located in The Pit (parking lot of LNGC). Volunteer Shuttles will drop here before every shift and picked up from there after every shift. It is at the bottom of the course next to the Clubhouse.

**WEATHER WARNINGS**

The PGA TOUR has an on-site storm alert program with a meteorologist and state-of-the-art equipment to detect any threatening weather as it approaches. The following information will be printed on the daily pairing sheets and posted on entrance sign:

**INCLEMENT WEATHER POLICY FOR SPECTATORS**

Observe the electric scoreboards throughout the golf course for “Weather Warning” information that will appear if the PGA TOUR becomes aware of inclement weather moving into the area. When this information appears spectators are advised to take precautions and seek shelter prior to play being suspended.

If the air horn sounds, it means lightning has been sighted in the area. Put down your umbrella and seek shelter immediately.

**Directions to Liberty State Park :*****From Bergen County:***

Take Route 17 South

Merge onto NJ-3 via the ramp on the LEFT toward NEW YORK

Take the NJ TURNPIKE ENTRANCE exit

Merge onto I-95/NEW JERSEY TURNPIKE South (Portions Toll)

Merge onto I-78 East/NEW JERSEY TURNPIKE EXIT E toward Exits 14A-14B-14C/JERSEY CITY/HOLLAND TUNNEL/BAYONNE (portions toll)

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

***From New York City:***

Take Holland Tunnel crossing into NEW JERSEY

HOLLAND TUNNEL becomes 14<sup>th</sup> STREET

14<sup>TH</sup> Street becomes I-78 West/NEW JERSEY TURNPIKE EXIT W (Portions Toll)

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

***From South New Jersey:***

Take NEW JERSEY TURNPIKE/I-95 NORTH

Merge onto I-78 East/NEW JERSEY TURNPIKE EXIT E via Exits 14A-14B-14C/BAYONNE/JERSEY CITY/HOLLAND TUNNEL (portions toll)

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

***From Upstate New York:***

Take I-87 S/ NEW YORK STATE THRUWAY S toward NEW YORK (Portions toll).

Merge onto I-287 S/ NY-17 S via EXIT 15 toward NEW JERSEY (Crossing into NEW JERSEY).

Merge onto NJ-17 S via EXIT 66 on the LEFT toward MAHWAH.

Merge onto NJ-3 E via the exit on the LEFT toward NEW YORK.

Take the N.J. TURNPIKE ENTRANCE exit.

Take the TURNPIKE SOUTH exit.

Merge onto I-95 S/ NEW JERSEY TURNPIKE S (Portions toll).

Merge onto I-78 E/ NEW JERSEY TPKE EXT E toward EXITS 14A-14B-14C/ JERSEY CITY/ HOLLAND TUNNEL/ BAYONNE (Portions toll).

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

**Directions cont.*****From Northern Pennsylvania:***

Take I-80 E via EXIT 1B on the LEFT toward STROUDSBURG (Crossing into NEW JERSEY). Merge onto I-287 S via EXIT 43 toward MORRISTOWN/ SOMERVILLE/ NEW JERSEY TURNPIKE.

Merge onto NJ-24 E via EXIT 37 toward I-78 E/ SPRINGFIELD.

Merge onto I-78 EXPRESS LN E via the exit on the LEFT toward I-95/ NEW JERSEY TURNPIKE/ HOLLAND TUNNEL/ NEW YORK CITY.

I-78 EXPRESS LN E becomes I-78 E (Portions toll)

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

***From Lincoln Tunnel:***

Take Lincoln Tunnel/NJ-495 W crossing into NEW JERSEY

Take the exit toward Willow Ave/Weehawken/Hoboken

Merge onto County Rte-505/Park Ave Continue to follow County Rte-505

Turn right at County Rte-681

Continue on Newark St

Newark St turns left and becomes Jersey Ave

Turn right at I-78 W (signs for New Jersey Turnpike/I-78/US-9/US-1) (Partial Toll Road)

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

***From George Washington Bridge:***

Head west on I-95 S

Take the I-95/US-46 exit toward New Jersey Turnpike

Merge onto I-95 S/New Jersey Turnpike S (Partial Toll Road)

Take the I-95/Turnpike exit on the left (Toll Road)

Merge onto I-95 S (Toll Road)

Take the exit onto I-78 E toward Holland Tunnel (Partial Toll)

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

**Directions cont.*****From Westchester and Connecticut:***

Take I-95 S

Keep RIGHT to take I-95 S/ CROSS BRONX EXPY/ US-1 S toward G W BRIDGE/ LOWER LEVEL/ LAST NY EXIT.

Take the H HUDSON PKWY/ RT-9A exit, EXIT 1, toward W 181 ST.

Merge onto NY-9A S via the exit on the LEFT toward DOWNTOWN

Turn LEFT onto CANAL ST/ HOBOKEN ST. Continue to follow CANAL ST.

Turn LEFT onto HOLLAND TUNNEL/ HUDSON ST.

Stay STRAIGHT to go onto HOLLAND TUNNEL/ HUDSON ST. Continue to follow HOLLAND TUNNEL (Crossing into NEW JERSEY).

HOLLAND TUNNEL becomes 14TH ST.

14TH ST becomes I-78 W/ NEW JERSEY TPKE EXT W (Portions toll).

Take the exit 14B toward LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE

***From Newark Airport:***

Start out going NORTH.

Merge onto I-78 EXPRESS LN E toward HOLLAND TUNNEL/ I-95/ NEW JERSEY TURNPIKE/ NEW YORK CITY.

I-78 EXPRESS LN E becomes I-78 E (Portions toll).

Take the exit toward 14B LIBERTY STATE PARK/LIGHT RAIL/PARK RIDE



### Local Restaurants:

Battello	502 Washington Blvd	201-798-1798	\$\$\$
Cellar 335	335 Newark Ave	201-222-1422	\$\$
Dullboy	364 Grove Street	201-795-1628	\$\$
Edward's Steakhouse	239 Marin Blvd	201-761-0000	\$\$\$
Fire & Oak	479 Washington Blvd	201-610-9610	\$\$\$
Frankie	264 Grove Street	201-333-0170	\$\$
Hamilton Inn	708 Jersey Ave	201-839-5818	\$\$
Latham House	299 Marin Blvd	201-479-8432	\$\$
Liberty House	76 Audrey Zapp Drive	201-395-0300	\$\$\$
Liberty Prime Steakhouse	111 Montgomery Street	201-333-3633	\$\$\$
Light Horse Tavern	199 Washington Street	201-946-2028	\$\$
Madame Claude Bis	390 4th St	201-876-8800	SS
Mathews Food & Drink	351 Grove Street	201-333-1258	\$\$
Orale Mexican Kitchen	341 Grove Street	201-333-0001	\$\$
Porta	135 Newark Ave	201-544-5199	\$\$
Porto Leggero	185 Hudson Street	201-434-3200	\$\$\$
Razza Pizza Artigianale	275 Grove Street	201.356.9348	\$\$
Ruth's Chris Steak House	499 Washington Blvd	201-448-8664	\$\$\$
Satis Bistro	212 Washington Street	201-435-5151	\$\$
Skinner's Loft	146 Newark Ave	201-915-0600	\$\$
Talde	8 Erie Street	201-630-0077	\$\$
The Archer	176 Newark Ave	201-309-1090	\$\$
The Rooftop at Exchange Place	1 Exchange Place	551-256-7850	\$\$
White Star Bar	230 Brunswick St	201-653-9234	\$\$
Wonder Bagels	517 Jersey Ave	201-433-0575	\$

**Hotels:****Fairfield Inn & Suites Staten Island**

- Last Day to Book: Friday, July 19, 2019
- Rate: \$139.00
- [Book your group rate for THE NORTHERN TRUST 2019](#)
- 12.3 Miles from LNGC

**Residence Inn Newark Elizabeth Liberty International Airport**

- Last day to Book: Friday, July 12, 2019
- Rate: \$159.00
- Call 908-352-4300 to book or see below
- [Book your group rate for PGA TOUR, INC](#)
- 10.8 Miles from LNGC

**Courtyard Newark Elizabeth**

- Last day to Book: Friday, July 12, 2019
- Rate: \$143.00
- Call 908-436-9800 to book now!
- [Book your group rate for The Northern Trust 2019 Room Block](#)
- 11.0 Miles from LNGC

**Courtyard Newark Downtown**

- Last day to Book: Friday, July 12, 2019
- Rate: \$143.00
- Call 973-848-0070 to book now!
- [Book your group rate for The Northern Trust 2019 Room Block](#)
- 9.4 Miles from LNGC

**SpringHill Suites Newark Liberty International Airport**

- Last day to Book: Tuesday, July 2, 2019
- Rate: \$119.00
- [Book your group rate for PGA The Northern Trust](#)
- 8.0 miles from LNGC

*\*\*We have 15 rooms reserved at each hotel. Once that is full, it will be first come first serve.*

*\*\*More hotels may be added to this list as we get closer to the tournament*

COURSE YARDAGE					
Hole	Par	Yards	Hole	Par	Yards
1	4	398	10	4	496
2	3	219	11	3	250
3	4	395	12	4	431
4	3	193	13	5	563
5	4	427	14	3	150
6	5	538	15	4	481
7	4	467	16	4	325
8	5	611	17	4	445
9	4	474	18	4	490
<b>Out</b>	<b>36</b>	<b>3,722</b>	<b>In</b>	<b>35</b>	<b>3631</b>
		<b>Total</b>	<b>71</b>	<b>71</b>	<b>7,353</b>

