



VOLUNTEER OVERVIEW

August 10-16, 2020
TPC Boston—Norton, MA

The FedExCup Playoffs will be in your backyard this summer when the PGA TOUR returns to New England! Don't miss out on the opportunity to have a front row seat while playing an integral role in an event that supports the local community!

REGISTRATION is NOW OPEN.

Please <https://events.r2it.com/volunteer/northerntrust/2020/> to register today!
Payment by credit card is mandatory for the \$80 application fee.

When registering online, you will select your committee and three shifts that you will work. To help your chances of receiving your top choice committee and shifts, it is better to register earlier rather than later. Once the maximum number of volunteers select each shift, it will no longer be available. Your Volunteer Leaders will contact you to confirm your schedule.

VOLUNTEER PACKAGE

The \$80 volunteer package includes the following (**an over \$650 value**):

- Logoed polo shirt (Greg Norman)
- Volunteer credential (entry to the tournament Wednesday - Sunday, even when not volunteering)
- 1 Grounds Ticket Per Day (Wednesday-Sunday)
- Clear Plastic Tote Bag
- Logoed baseball cap
- Volunteer pin
- Volunteer lanyard
- Meal voucher on days when you volunteer (one voucher per shift)
- Invitation to the Volunteer Appreciation Party

All Volunteer packages will need to be picked up during Uniform Distribution. You have the option to pay for shipping for a fee of \$25. Volunteers will have the chance to purchase additional apparel during the online registration process.

TIME COMMITMENT

Volunteers are required to work **three six-hour shifts** on their respective committees. When registering online you will select the shifts you are going to work. We understand things might change over the course of a few months but please try to be as accurate as possible. Chairmen will reach out to you to confirm the schedule you selected.

TRAINING

Each committee will receive training prior to the tournament. Training is required for new committee members. The exact dates and times of training will be posted on the Volunteer Website but will mainly take place the first or second weekend of August. We will have some digital training videos available this year.

CHARITY

THE NORTHERN TRUST is proud to have donated over \$48 million to charities since its inception in 1967. Your volunteer fee helps offset expenses so that THE NORTHERN TRUST can continue to donate our net tournament proceeds to local charities. **If you are involved with a 501c(3) that is interested in working together, please contact the Tournament Office to learn more about how we can work together.**

If you have questions please contact Megan Brewi, Tournament Services Coordinator at THE NORTHERN TRUST via email, MeganBrewi@pgatourhq.com, or at the office, 201-455-6088





COMMITTEE DESCRIPTIONS

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ADMISSIONS/WILL CALL:

Committee Minimum Age: 14

Dates of Operation: Wednesday – Sunday (August 12 – August 16)

Volunteers on this committee work to create a premium spectator experience for all. Ticketing and Will Call volunteers will be stationed at the Xfinity Center lot, scanning tickets and greeting guests at one of the main gates. Volunteers will also assist with the operation of the box 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 must be prepared for all weather conditions. Volunteers must be comfortable with being on their feet most of the day.

AMBASSADORS:

Committee Minimum Age: 14

Dates of Operation: Wednesday – Sunday (August 12 – August 16)

Volunteers on this committee work to create a premium spectator experience for all. Spectator experience volunteers will be distributing pairings sheets on course or stationed at one of the Fan Information booths on course. 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 works outside all day and must be prepared for all weather conditions. Volunteers must be comfortable with being on their feet most of the day.

CADDIE SUPPORT:

Committee Minimum Age: 18

Dates of Operation: Monday – Sunday (August 9 – August 16)

The caddie support committee works directly with the PGA TOUR caddies to ensure that the professional caddies have the best experience on the PGA TOUR. Please note, this committee DOES NOT caddie throughout the tournament but rather oversees the operations of the caddie barn as well as assist with caddie registration and caddie lunches throughout the week. Great customer service skills and a positive attitude are required for this committee.

COURSE PREP:

Committee Minimum Age: 16

Dates of Operation: Thursday, August 6-Sunday, August 9 and Monday, August 17 (Dates subject to change)

****This committee only operates before and after the tournament week. Volunteers must be willing to work the full shift for each day.***

This committee assists with the installation of on-course score boards and signage (both pre and post tournament). Volunteers on this committee must be capable of some moderate to heavy lifting. Participation in this committee allows a volunteer to put their time in before and after the event, so that during the tournament week, they can sit back and enjoy the action. This position works outside all day and volunteers must be prepared for all weather conditions.

GOLF CARTS & PLAYER SHUTTLES:

Committee Minimum Age: 25

Dates of Operation: Sunday – Sunday (August 9 – August 16)

Volunteers on this committee will be assigned to work in the cart barn or assisting with player shuttles throughout the course. Other duties include, but are not limited to, daily cart registration, distribution, return processes and upkeep of the cart yard. This position works outside all day and volunteers must be prepared for all weather conditions. All volunteers must have a valid driver's license to drive a golf cart.

HOSPITALITY:**Committee Minimum Age: 18****Dates of Operation: Wednesday – Sunday (August 12 – August 16)**

The hospitality committee is responsible for greeting and welcoming guests to the hospitality locations on the course. Volunteers on this committee will ensure that all persons entering the hospitality venues have the proper credential and receive the correct wristband. Great customer service skills and a positive attitude are required for this committee. This position works outside all day and volunteers must be prepared for all weather conditions.

MARSHALS:**Committee Minimum Age: 18****Dates of Operation: Wednesday – Sunday (August 12 – August 16)**

Volunteers in this committee enforce crowd control during the tournament, ensuring players safe and easy access from hole to hole and signaling the gallery for quiet as players address the ball for their shot. Hole Marshals are assigned to each of the 18 holes on course and are responsible for spotting balls on the fairway, watching for errant shots and keeping the crowds moving smoothly with play. These positions work outside all day, 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 (August 10 – August 16)**

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. Helping to organize interviews with players, working with reporters and being a general help to the many people housed within the media center are just a few of the many responsibilities for this committee.

MOBILE MARSHALS:**Committee Minimum Age: 18****Dates of Operation: Wednesday – Sunday (August 12 – August 16)******Volunteers must be able to work full day shifts on this committee.***

Mobile marshals are assigned to a group of players and accompany them for the entire eighteen holes. Volunteers walk with the players to ensure access to tee boxes, cross walks, and green exits are properly manned by hole marshals and there is nothing that impedes access to these areas. In addition, volunteers clear any necessary area of spectators to ensure the player and ball are protected when a player hits a shot out of bounds. Volunteers must be able to walk eighteen holes and have prior experience as a mobile marshal, hole marshal or walking scorer. This position works outside all day and volunteers must be prepared for all weather conditions.

MARSHAL PRACTICE AREAS:**Committee Minimum Age: 18****Dates of Operation: Wednesday – Sunday (August 12 – August 16)**

Volunteers for this committee will be stationed at the practice facility. As PGA TOUR professionals enter the range, volunteers will be responsible for setting up nameplates that identify each player. Knowledge of the players is helpful, but not necessary. Volunteers will also assist with crowd control and the security team to ensure that all persons entering the practice facility have the proper credentials. This position works outside all day and volunteers must be prepared for all weather conditions.

MARSHAL SCORING AREAS:**Committee Minimum Age: 18****Dates of Operation: Wednesday – Sunday (August 12 – August 16)**

Scoring Area volunteers are responsible for supporting the PGA TOUR scoring staff in ensuring their area is set up properly. The Scoring Area volunteers put out the starter boxes each morning and will work with the special events committee to help collect scorecards during the pro-am. Volunteers in this committee enforce crowd control from 18 green to the clubhouse, ensuring players safe and easy access following their round. This position works outside all day and volunteers must be prepared for all weather conditions.

ON-COURSE VOLUNTEER SUPPORT:**Committee Minimum Age: 25****Dates of Operation: Wednesday – Sunday (August 12 – August 16)**

Volunteers for this committee will be assisting the other committees and volunteers during tournament week. This committee's responsibilities include transporting volunteers to their committee locations by shuttle, delivering snacks and supplies when needed and providing overall support to each committee. Volunteers must have a valid driver's license to drive a golf cart and must be at least 25 years old to transport passengers. Volunteers in this position work outside all day and must be prepared for all weather conditions.

SHIPPING/RECEIVING:**Committee Minimum Age: 18****Dates of Operation: Monday-Sunday (August 10 – August 16)**

This committee will work with FedEx, UPS and any other carrier service that delivers to the tournament on receiving and shipping packages during tournament. This committee will also assist delivering packages to clients on course on days required and putting out spectator guides/pairing sheets. 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.

SHOTLINK:**Committee Minimum Age: 16****Dates of Operation: Thursday – Sunday (August 13 – August 16)******Volunteers must be able to work full day shifts on this committee.***

This committee's responsibility is to measure and record the location and distance of every shot hit during the tournament using a PGA TOUR laser and tracking its coordinates into the ShotLink scoring system. Each position will often be staffed with two volunteers who will work together. Golf knowledge is not required to operate a laser but is helpful. This is a fixed post that requires little to no walking or on-course movement. Volunteers will be trained on one hole and in one position but there may be opportunity to assist in other areas. PGA TOUR staff holds a training orientation for this committee that volunteers are required to attend to learn how to use the equipment correctly. This position works outside all day and must be prepared for all weather conditions. **Training is MANDATORY (online and in person) and the use of technology is required in this position.**

SPECIAL EVENTS:**Committee Minimum Age: 16****Dates of Operation: Wednesday – Sunday (August 12 – August 16)**

This committee provides support for all aspects of the tournament's special events and honorary observer program. For the pro-am, responsibilities include but are not limited to, assisting with pro-am gifting, registering amateurs upon arrival, bag drop, working with the caddie program and assisting at the pairings party and awards parties, if needed. Volunteers will then oversee the registration, training and execution of the honorary observer program Thursday – Sunday. Volunteers may be asked to assist with smaller events as they arise. This position works outside at times, so volunteers must be prepared for all weather conditions.

SPECTATOR MOVEMENT:**Committee Minimum Age: 25****Dates of Operation: Wednesday – Sunday (August 12 – August 16)**

Volunteers on this committee will assist with crosswalk management to help control and direct all cart and foot traffic. Volunteers will also transport spectators to designated drop off locations and answer their questions about the tournament. This position works outside all day and volunteers must be prepared for all weather conditions. All volunteers must have a valid driver's license to drive a golf cart and must be at least 25 years old to transport passengers.

SUPPLY DISTRIBUTION:**Committee Minimum Age: 18****Dates of Operation: Sunday – Sunday (August 9 – August 16)**

This committee is responsible for the distribution of water, ice and coke product throughout the course. This committee also works directly with each volunteer group to ensure that they are fully stocked with beverages as well. Volunteers must have the ability to provide moderate to heavy lifting. This position works outside all day and volunteers must be prepared for all weather conditions. Volunteers must have a valid driver's license and at least 18 years old to drive a golf cart.

STANDARD BEARER:**Committee Minimum Age: 14****Dates of Operation: Thursday – Sunday (August 13 – August 16)**

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.

TRANSPORTATION:**Committee Minimum Age: 25****Dates of Operation: Pre-Tournament Saturday – Post-Tournament Monday (August 8 – August 17)**

Transportation committee members are responsible for the pickup and drop off of players and their families throughout the course of the week. Committee members receive, inventory and control the issuance of tournament courtesy cars. 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.

UNIFORM DISTRIBUTION:**Committee Minimum Age: 16****Dates of Operation: Pre-Tournament******This committee only operates before the tournament. The exact dates, times and locations will be determined at a later date.***

These committee volunteers assist with the inventory and distribution of volunteer uniforms prior to the tournament. Uniform distribution volunteers will work the three weekends leading up to the tournament, helping to distribute every volunteer's uniform package. In addition, volunteers will assist the tournament team with the packaging and shipping of select volunteer packages. Volunteers in this committee will not be required to work during the tournament.

VOLUNTEER HEADQUARTERS:**Committee Minimum Age: 16****Dates of Operation: Monday – Sunday (August 10 – August 16)**

The volunteer headquarters committee assists in servicing the volunteers during tournament week in the volunteer tent. Responsibilities include fielding volunteer phone calls, answering volunteer questions, directing volunteers to their committee check-in locations, re-stocking snacks and beverages 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.

WALKING SCORERS:**Committee Minimum Age: 18****Dates of Operation: ~~Wednesday – Sunday (August 12 – August 16)~~*****~~*Volunteers must be able to work full day shifts on this committee. All volunteers must work the pro-am day on Wednesday, August 12.~~***

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