



2022 CP Women's Open Post Event Reports

Committee Name and Chairs/Vice Chairs:

50/50 Sales Committee
Suzanne Honey – Chair
Gail Hutchinson – Vice Chair

Responsibilities:

Attending CPWO meetings in person or via Zoom
Organizing approx. 30 volunteers into 5-day event work schedule
Coordinating volunteers' shifts with their chosen date/time preferences
Pairing volunteers up at roaming and stationary positions during their shifts
Communicating often with volunteers and/or Golf Canada via emails
Selling 50/50 tickets
Completing report.

What worked well:

CPWO/Golf Canada webpage for communicating with volunteers = excellent
Onsite training on point-of-sale ticket machines (Michael Wong) = excellent
Point-of-sale ticket machines easy to operate = very good
Roaming to sell tickets much better than stationary selling
Volunteer-specific dining and toilets 😊

Suggestions for future events:

One centralized stationary position only; remainder should be roaming positions
Value of 50/50 pot shown on screens should have been full jackpot amount
Assign specific people to canvass corporate boxes, sky lounges, etc.
Cheat sheet of answers for volunteers for the same basic questions repeatedly asked



Conclusion:

I told my volunteers I was preparing a “Chair’s Report” and asked them for their own personal experience feedback.

- The week was extremely well organized, 1st Class event
- Loved, enjoyed, appreciated volunteer experience & had a great time
- Felt valued as a volunteer – received many thank yous from spectators
- Liked the ease of the machines
- Great job by all organisers including on our 50/50 committee
- Would definitely volunteer again

As the Chair, I echo all my volunteers’ positive comments above; everything ran pretty seamlessly for us.

Although I know we were all provided with a (somewhat difficult to follow) map of the course showing where everything was, I believe a basic cheat sheet of answers to common questions would have been helpful, coupled with an on-course walk through perhaps on the Tuesday or Pro-Am day (with me or someone who is a member, familiar with the course).

Examples for Cheat Sheet:

Where are the bathrooms? (Answer provides hole #'s and/or known locations)

Where can I refill my water bottle? (Answer specifies locations)

Where can I buy food? (Answer provides what holes concessions are sold on or near)

Can I get into those bleachers? (Answer differentiates between accessible and private seating)

Where is Brooke (for example)? (volunteer has copy of tee sheet daily and approximates where player should be – also could suggest checking TV screens as an option re: leaderboard)

For the most part, people **did not** approach the stationary locations to purchase 50/50 tickets: location may have played a part in that. One was located at the very back of the RU Fairway – pretty much out of sight of any spectators, and where they would not be walking.