



2022 CP Women's Open Post Event Reports

Committee Name and Chairs/Vice Chairs:

Marshals Committee:

Chair: Jim Douglas

Vice-Chairs: Chris LeClair, Kim LeClair, Nik Mehta

Responsibilities:

Our responsibilities included leading approximately 550 marshal volunteers. One of the earlier steps in the responsibilities was the need to build the marshals leadership team which was involved recruiting and assigning six to eight Area Captains followed by identifying a Hole Captain and Assistant Hole Captain needed to lead each hole. One of the most important responsibilities of the marshal chairs was to develop the shift schedules that were required during the event and then rolling this out to the Area Captains and Hole Captains for them to have the shifts scheduled using Golf Canada's Trust Event system. Training for the volunteers to know what to do on the course was another key responsibility and this was done both prior to event week at the marshals orientation and then during the first few days of the event during the pro-ams and practice rounds. The training included keeping the spectators quiet while players were hitting, identifying where tee shots were going, helping move crowds and ropes when balls were hit outside of the ropes, managing crosswalks and assisting players with getting from greens to tee boxes.

What worked well:

- *Having experienced Hole Captains, Chairs and Area Captains*
- *Having a proper org structure, and defining the roles of the Area Captains and Hole Captains with respect to scheduling*
- *Additional rovers to fill in positions as needed; we developed a shift schedule for the rovers so we always had rovers available each day, particularly during tournament play*
- *Pre-planning and communication amongst the Chairs and Area Captains*



- *Plenty of comms (walkie-talkies) for Chairs, Area Captains and Hole Captains – communication during the event is key.*
- *Having carts available to Marshal Chair(s) – this was key from Monday – Wednesday while ironing out kinks with roping issues, etc.*
- *The marshal team worked well with the security detail, around the marquee groups*
- *Having Chairs, and Area Captains that are very familiar with the golf course.*
- *Ensuring we had a shift schedule in place for the registration desk and that we had printed shift schedules by hole at the desk for the registration marshals to use to check in volunteers for their shifts. We printed shifts for holes 1 – 9 and holes 10 – 18 separately so two lines could be used at the registration desk.*
- *Golf Canada was very responsive to our questions and issues, especially leading up to the event and this really helped us prepare; it also really helped us deal with what seemed to be a excessive number of questions and/or refund requests from the volunteers (thank you Kendra!).*

Suggestions for future events:

- *More up-front planning and communication with respect to roping*
- *Having an individual (representative) familiar with the golf course to work with someone from Golf Canada on roping*
- *Mallets required for each hole (stakes and ropes need to be taken down when balls are hit outside the ropes, mallets are needed to put stakes back)*
- *Better directional paddles, ample ball marking flags*
- *Feedback was received that some Hole Captains communicated better than others. In general it sounds like hole marshal volunteers would have preferred a “rotation” on their hole to keep their day more interesting. Some holes rotated, others did not. Perhaps a clearer set of guidelines for how holes function, would alleviate this.*
- *The communication between Marshal Committee and Communications/Control was challenging at times. A suggestion is to have a dedicated line to one individual within Comms/Control to work with Marshals (and maybe another smaller committee or two). It seemed that Comms/Control had a couple of individuals sitting in an open room with open walkie-talkies (no earpieces). This seemed difficult for Comms/Control to manage with so many committees communicating at that same time. This led to occasions where we would request something and we would not receive a response or we would have to repeat ourselves. Similarly, there were situations where we had to request a medical issue and had to repeat the request many times which was not efficient and led*



- to extra traffic on the marshals channel. Another example was that the Hole 4 player/caddy bathrooms did not have toilet paper for two hours which is not good for player experience – in this case it may be help to have someone from Comms/Control follow up on that request to make sure it was complete.
- Training on the purpose and use of the radios would help too, I don't think any training was provided for this. Many of the requests and updates on the radios were for internal marshal use yet the hole captains tended to send their requests to Communications. For example, if we were short a volunteer or two on a hole, the hole captain should have reached out to the Registration marshal who had a radio and could work with the Area Captains to reassign someone from another hole or assign a rover that wasn't yet assigned.

Conclusion:

Overall, our committee worked very well together. We had many experienced people involved which made things run smoothly.