

Saturday, September 3, 2022

## 2022 CP Women's Open - Post Event Report

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### ***Pro-Am Committee:***

Chair - Kathleen Lupiano  
Vice-Chair - Barb Langley

### ***Responsibilities:***

- Register amateurs for championship Pro-Ams on Wed. (Golf Canada Foundation did registration for Monday Pro-Am)
- Confirm starting hole and tee time (Wed Pro-Am).
- Handout amateur gift and guest pass.
- Attach bag tags to all amateur bags.
- Coordinate with caddy services if amateur needs a volunteer caddy.
- Work with Caddy Services to make sure that all caddies receive their caddy bib.
- Give directions to participants to practice area, club house for meals, starting holes.
- Supervise bag drop and storage area while participants are in the Club House before and after golf round.
- Register amateurs at the Tuesday Draw Party and confirm if they have a caddy for the event. Keep track of the number of amateurs who will need a volunteer caddy assigned to them on the day of the Pro-Am.
- Collect score cards from pro caddy at the end of the round and deliver to a designated central location.

### ***What worked well:***

- Registration sequence : register amateur and guest; attach bag tags; assign volunteer caddy (if needed); handout caddy bibs; direct to bag storage area and club house dining.
- Having the Pro-Am tent near the Golf Shop
- Portable table lights for the 5:30am registration table (Wed)
- Having a satellite Caddy Services tent next to Pro-Am registration tent
- Working with Caddy Services volunteers to assign volunteer caddies and hand out caddy bibs.

- Having amateur caddy bibs sorted alphabetically and hanging on racks ready for distribution (should be done the day before for Wed Pro-Am 5am start)
- Bag Storage/ Pick Up: arranging golf bags in alphabetical order in bag storage area ( letters were attached to the bag storage fence) and having two volunteers supervising the area. A plastic sheet (8ft by 12ft) was used to cover the few remaining bags at the end of the day when it started raining.
- Tuesday Draw Party: having three volunteers register amateurs and the large sign (prepared by GC staff) with amateur names and their team number was very efficient. Golf Canada staff had everything well organized on tables so volunteers only need to show up for 5pm to do the registration.
- Score card runners: having two score card runners to collect score cards and deliver to a designated scoring table. Runners were seated on the 9th and 18th greens and had a sign that said "Hand in Score Card Here"
- Communication between volunteers through "texting" was very helpful.
- The quality bag tags, amateur gift/pass (money clip), and souvenir caddy bibs were much appreciated by the participants.

### ***Suggestions:***

- Caddy Bibs: add a new volunteer shift on Tuesday afternoon for 2 to 3 volunteers to arrange amateur caddy bibs alphabetically, hanging on a rack ready for the 5am start for the Wed Pro-Am. The rack could be stored in the Golf Shop or a secure storage area overnight. There were spelling errors of a few amateur name plates for the bibs that needed to be corrected Wed morning which made the process inefficient.
- Score Card Runners: three runners would be more efficient if the distance to the scoring table is more than a 5 minute walk from the 9th and 18th greens - a third runner could meet the runners from the greens half way to deliver the cards to the scoring table.
- Monday, Golf Canada Foundation Pro-Am: GCF staff handled the registration of the amateurs and their guests so the volunteers scheduled for registration helped with distribution of caddy bibs. Communication between GCF and the Pro-Am committee chairs before Monday's Pro-Am would help to avoid confusion about the role of the volunteers.

## **Conclusion:**

Overall, the Pro-Am events were a success in spite of the evacuation, due to inclement weather, that took place on the afternoon of the Monday Pro-Am. Players had to be evacuated before the end of their round and play was not resumed.

The Wednesday Pro-Am went well even though we were short 3 volunteers due to illness or family issues. Fortunately, a volunteer from Volunteer Services was available to cover a shift later in the day and our dedicated volunteers offered to stay on beyond the end of their shift, if needed. Also, the chairs agreed that they would be present all day for each event to help whenever needed.

As mentioned in the suggestions, the caddy bibs should have been ready and sorted on hangers the day before the 5am start on Wednesday. The Pro-Am volunteer shifts are not as lengthy as in some of the other committees so adding an extra shift for 2 to 3 volunteers on the Tuesday during the day to prepare the caddy bibs would make the registration process on Wednesday morning more efficient.

The shift "*Greetings/Load Clubs (Parkin Lot)*" on the Wednesday schedule was not really needed because the Pro-Am tent was next to the parking lot and the signage on the tent was well indicated. The volunteers assigned to that shift helped with bag tags and caddy bibs.

Kudos to the GC staff who were making spelling corrections of the names for the amateur caddy bibs and getting them back to the Pro-Am tent on time.

Also, it was mentioned by one of our score card runners that the pro caddies, for the most part, were very courteous and thanked the runner for picking up the score cards.

The Pro-Am committee had an excellent team of volunteers (mostly members of the Hunt Club) and they are to be congratulated for a job well done.

## **Submitted by:**

Kathleen Lupiano (Pro-Am Chair)

Sept 12/22