

**2025 CPKC Women's Open
Committee Post-Event Report**



Committee: Corporate Hospitality

Submitted by: Rick Brown and Cathy Smart

Responsibilities (in your words):

Monitoring entrance to private venues located around the course. Verifying credentials and applying wrist bands. In the mornings ensure the venues are set up and ready to receive guests.

What went well?

We scheduled a mix of experienced volunteers with Newbies which brought the Teams up to speed quickly.

What could have gone better?

The Welcome letter from Committee Chairs should go out before the cut off for Registration. Volunteers appreciate hearing important dates as they are finalized i.e. uniform pick up, orientation meetings..

Before assigning shifts send out an email asking volunteers to confirm availability, Mobility issues and if they have anyone they would like to work with.

Count on Volunteer attrition of 10% through sickness, change of plans etc.

The in person orientation spooked volunteers with respect to the use of the scanners It would have been better to have had a scanner at each table so they could touch and get used to how they work.

Make sure Volunteers check in before their shift and not go directly to the venues. Otherwise You lose track of who is in until you make the rounds.

If there is a Members Lounge have Club Staff who know members and are trained in Smart Serve protocol.

Explain situations where Volunteers can use discretion on who can enter without a ticket ie Small Children with valid parents, return of Golf Canada tour guests the next day without Golf Canada Tour guide.

The map handed out to the Ambassadors and Spectators showing location of points of interest was not legible for the Venues looked after by the Corporate Hospitality Team. Future maps should clearly point out these locations.



Suggestions for future events (this can be for your committee specifically or the event as a whole):

There seemed to be a lack of communication for those billeting players with respect to expectations. A player arrived with her father in tow unannounced. The Billet Volunteer Had to quickly ready another room and had to purchase \$300 in groceries to meet their Dietary needs. Also there was discomfort having an unvetted individual stay considering the vetting that was needed for them to open their home and Billet someone.

What do you wish you would have known prior to tournament week? Is there anything that Golf Canada could have done to better prepare you for the tournament?

What is your favourite memory from the CPKC Women's Open?

Our favourite memory was being there when Brooke Henderson won our National Championship at MGCC.