

Player Services 2025 Report

Co- Chairs: Susan Croll and Sandra Cross

RESPONSIBILITIES

Register players from Sunday to Wednesday.

Ensure players sign all items provided by the host club and Golf Canada such as pin flags, posters, shirts etc.

Accompany players to their lockers, show them how to use the combination locks on the lockers if needed and provide locker room information.

Regularly check the locker room and assist players as needed during the tournament.

Deliver packages as needed to players' lockers.

Provide restaurant recommendations in the area.

Empty the lockers at the end of the final day, sort items such as golf balls, gloves etc. that were left behind into donation bins or garbage bags and ensure the locker room was in good order.

WHAT WENT WELL

Team Selection & Structure:

We spent a lot of time hand-picking our team in order to ensure everyone was reliable, courteous and efficient. As this is a small committee and there is a lot of downtime during the week, we chose women who would get along with each other, work as a team and have fun.

Golf Canada recommends 15 volunteers but we went with 11 ladies which allowed us to allocate the number of shifts fairly and give everyone enough to do during the week. During registration we were both on duty. We ensured one co-chair was always on duty but once registration was complete, we split shifts.

Scheduling & Communication:

We used Trust Event for scheduling and most correspondence. We supplemented this with emails from our personal email addresses with reminders of shifts and thank you notes afterwards. We composed the reminders and thank you notes ahead of the tournament and set them to be sent each day at a specific time. The end of day thank you notes were appreciated and helped maintain morale.

WhatsApp communication with Golf Canada was quick and effective.

The Volunteer Tokens of Appreciation were a big hit. Each team member was recognized throughout the week which meant a lot with a small team.

Player Registration:

The registration form was alphabetical, with players asked to find their name and sign. This form is important as it is returned to the LPGA.

We had a separate checklist that tracked wristbands, parking passes and guest passes which was helpful when players asked for extras. Extra guest passes per player were applied for online and were sent digitally to the email provided by each player. Flags, shirts and posters were set up on tables in the registration area and players signed them immediately after they were registered for an efficient and smooth process.

Once registration was complete, we escorted them to the gifting (in the same room) and then to their lockers. The gifting wasn't set up on Sunday so early registrants were asked to return.

Facilities & Setup:

We used the men's locker room and men's lounge for registration.

The club cleaned the lockers and provided the players' name labels with nationality.

We helped with the set up. The men's locker room was stocked with personal items for player use and the CPKC added décor and feminine touches to make it feel like a ladies' locker room.

A snack table in the registration area was stocked with fruit, protein bars, candy, chips and electrolyte powder and the large fridge with water and soft drinks was popular. Boxed lunches were brought into the registration area for the players later in the day but much of the food was not used.

Player Services:

We asked our volunteers for restaurant recommendations in the area; cuisine type, prices and addresses were noted. Chinese restaurants were particularly useful. The club printed copies of the restaurant list and we had them at the registration table for players to take.

Therapy dogs on Thursday and Friday in the registration area were a huge hit and many players asked if they would return for the weekend.

Billeting:

Golf Canada handled the billeting and hired Nolen Ritchie to manage the program.

We met with Nolen to share our knowledge of the billet hosts in order to help match the billets.

WHAT COULD HAVE GONE BETTER

Shifts:

Each team member should have at least one shift during registration from Sunday to Wednesday so that everyone has the opportunity to meet the players and participate in the committee's primary responsibility – registration. After the registration period was complete the days were long with little to do.

Golf Canada should consider adding responsibilities to Player Services to keep volunteers engaged.

Following the registration period only 2 ladies per shift was needed. The final Saturday afternoon shift had 3 ladies but only needed 2. The final Sunday afternoon shift needed 3 ladies to handle the locker clean out.

On Sunday morning of the final day, we started clearing the lockers of players who didn't make the cut. By the end of the tournament all the lockers were empty except the winner's.

Facilities:

Our lockers have combination locks and many players, particularly those who did not grow up in North America, had difficulty with the locks even after instruction. We constantly opened lockers for players until we figured out a way to jerrymander the lockers not to lock. The players were fine with leaving them unlocked.

Billeting Communication:

The billet hosts reported not hearing from Golf Canada until 5 days before the players arrived and they received notice of safety checks but no confirmation. We suggest improved communications by sending an early "approval" note about expectations and timelines once billets are confirmed.

Technology & Equipment:

On the first day of registration, we had a modern touchscreen computer that was easy to use and fast. It was replaced with an older non touchscreen model that was clunky and slowed registration down considerably. Player Services needs to be supplied with reliable equipment including an extension cord.

Clubhouse Access & Security:

Players Services is located in the clubhouse but we had limited access to areas of our clubhouse which was frustrating and unnecessary. Security often stopped us from using the bathroom near our registration office which was very inconvenient. Clubhouse access for Player Services needs to be reassessed.

FAVOURITE MEMORY

It was exciting to be part of such a prestigious event at our club and we had a lot of fun together during the tournament.

The highlight was Brooke Henderson winning the championship – an unforgettable, perfect ending to a very special week.