



2025 CPKC Women's Open Committee Post-Event Report

Committee: volunteer Services

Submitted by: Rodney Sim/David Elliott

Responsibilities (in your words):

1. Packing and distribution of uniforms and credentials
2. Management of the Volunteer Services desk during tournament week
 - a) Distribution of volunteer packages not picked up earlier
 - b) Uniform exchanges and sale of new apparel
 - c) Counting, organizing and distribution of daily meal vouchers to committee co chairs
 - d) Distributing additional admission tickets for those who worked at the 2025 RBC Canadian Men's Open
 - e) Distributing donated food snacks to volunteers at the Volunteer Center
 - f) Being a general information center for any volunteer who was not sure of where to go/what to do/ who to meet etc.
3. Solicitation, organization and distribution of donated gifts to the volunteers
4. Operation of the "Care Carts" which provided water, snacks, fruit, hydration mixes etc to Volunteers on course
5. Organized and maintained secure storage for uniforms, gifts, admission tickets, meal vouchers etc.

What went well?

Packing and distribution of uniforms and credentials was an efficient process given recruitment of volunteers from other committees. Having a greeter at the entrance doorway directing traffic in an orderly manner to specific pickup stations. Having a person handling exchanges during pickup days significantly reduced subsequent exchanges during tournament week.

Volunteer Services was fortunate to have recruited excellent personnel. For the most part, they were punctual, worked effectively together, showed initiative and were problem solvers at the Volunteer Center. A new initiative was the care carts. The Marshalls appreciated the delivery of snacks, fruit, electrolyte powders and water.

All committees worked well together providing assistance and support for each other. The camaraderie was outstanding and focused with the ultimate goal of making the 2025 CPKC Women's Open a great success.

Our Volunteer Chairs, Camilla Martin and Reid Farrill were always available to support our committee. Golf Canada senior personnel (Leanne Schellenberg, Kendra Wynter and Jennifer Cuthbert were always supportive of our committee. Communication was responsive and frequent.

What could have gone better?

The Volunteer Center while ample in space was extremely hot (temperature wise). Significantly better cooling would have enhanced working conditions for all committees in particular Volunteer Services. The Trust Event online system was somewhat complicated and not always user friendly. For instance, the Co Chair validation process had some system bugs. The shift assignment app limited the number of volunteers assigned to specific shifts. There should be no limits. The quantity of snacks at the Volunteer Center and for the care carts could have been increased by 50-100%.



Suggestions for future events (this can be for your committee specifically or the event as a whole): Volunteer prize acquisition ideally should be limited to gift cards and gift certificates. This would facilitate post tournament gift distribution as most recipients were not onsite, necessitating the creation of a prize pickup desk and the need for extra volunteers at the last minute. Ensure that all co chairs have a general knowledge of the functions and responsibilities of all other committees. While things worked well, in a few instances, there could have been better communication from committee co chairs to their own volunteers e.g., about where to meet each day. Volunteers from other committees sought out the Volunteer Services desk for information specific to their own committee.

What do you wish you would have known prior to tournament week.

Somewhat in jest, the initial job description for Volunteer Services suffered from mission creep. Several new responsibilities were developed (assigned) as the week unfolded which required a redo of shift assignments sometimes at the last minute.

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

Several memories. Brooke Henderson's victory; my son Matthew Sim caddying for Aphrodite Deng; co chairing a great group of volunteers; showcasing Mississauga Golf and Country Club; enhancing personal relationships with other co chairs and volunteers.