



2025 CPKC Women's Open Committee Post-Event Report

Committee: Pro Am and Special Events

Submitted by: Jeannie Menkes and John Valley

The below is Jeannie Menkes comments.

Responsibilities (in your words):

PRO AM

- Kick-off Party
- Pro Am Registration
- Pro Am Gifting

SPECIAL EVENTS

- Orientation
- Pro Am bag tag name printing
- 1st & 11th tee support
- Honorary Observers & Jr Starters
- Girls In Sport

What went well?

- We had 2 orientation days which were very helpful to volunteers. Allowed them to familiarize themselves with the site & route to Volunteer Centre.
- online & in person meetings were informative. The monthly mtgs for chair & cochairs helped to build momentum & Golf Canada staff were always available to meet with us away from scheduled times
- buses to event were running smoothly
- events trust site made it easy to communicate with the volunteers

KICK OFF PARTY

- all was good. 3 volunteers more than enough
- we helped with set up
- we wore slacks & jackets with our cochair shirts which presented well

REGISTRATION

- went smoothly. 3 volunteers was enough.
- we organized the team bagtags etc according to team # which helped to move things along

GIFTING

- all good there. Need 3 max for this

SPECIAL EVENTS

- honorary observers & Jr Starters went really well
- all participants were happy to be part of the event and was a joy to watch the youngsters

What could have gone better?

- bagtag name printing - didn't need 4 and only took 1 1/2 hrs. not 3 as suggested
- need more lighting the morning of ProAm registration
- valet service didn't show up. Need back up plan



- caddie registration needs to emphasize bibs as several caddies didn't pick up
- could have had a volunteer at practice area ensuring players move out on time
- our registration & CPKC was in one tent. Suggest a partition between the 2 tables as became problematic
- don't need more than 3 volunteers at gifting. We had volunteers standing around with nothing to do
- they needed proper lanyards as it was difficult to get past security
- we didn't need the meet & greet out front. One inside is sufficient but again, needs proper credentials as security would not let anyone in
- 1st & 11th tee support was disastrous. Golf Canada staff sent script that our volunteers were to read out. They prepared themselves & looked forward to the opportunity but golf canada staff took over & left nothing for them to do. It was embarrassing & volunteers were very upset

GIRLS IN SPORT - this event did not happen but volunteers were scheduled and although there was an attempt to put them into other positions, this didn't work out & volunteers were upset

- timing of shifts needs to have more consideration as many times we were there over an hour too early
- we had volunteers from out of province & some travelled 2 hours to get to their appointed shift only to find that it was changed last minute and the volunteers were shuffled around with some not having anything to do
- Golf Canada staff need to understand that volunteers are giving up their time and need to be recognized that they are important

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

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?

- that the number of volunteers requested & shifts & times were inaccurate

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

- helping pack the volunteer bags at the distribution centre which gave a true sense of behind the scenes
- walking along a very familiar golf course with a feeling of pride at how special it is here.

The below is John Valley's comments.

General comments:

As a site, Mississauga presented some logistical and shuttle challenges that likely won't exist at other sites. The first tee of the back nine is located down in the Credit River Valley, a 7-10-minute shuttle ride, depending on course traffic conflicts. Given this reality, there was a significant need for liaison with both the Shuttle and Caddy Committees.

This layout challenge also meant that orientation of volunteers to carry out the range of Pro-Am and Special Events responsibilities had to cover this remote location issue, as well as the routing to the Volunteer Center. We understand that the practice ground at Royal Mayfair may present some player movement challenges.

RESPONSIBILITIES:



PRO-AM, by day:

Monday

- Pro Am bag tag name printing.

This was a very straightforward exercise. The estimated time for completion was stated to be 4 hours, and four volunteers was the recommended number. The actual work was completed in just one and a half hours and could have been done with fewer people.

That said, it was a good team-building exercise and an easy way to start the week.

Tuesday- Draw Party Support

--distribution of draw materials

--initial player registration and team member confirmation.

Again, this was a very straightforward exercise. For materials distribution (player bios, draw timesheets, draw instructions), attendance at the site meant being there an hour or so before first guest arrival.

Similarly, the initial registration was a simple task. There were few, if any, team changes that came up.

With it being on the edge of central Toronto, the draw party location did require more time for volunteers due to traffic and our usual summer construction.

IT WAS A FUN EVENT, ALTHOUGH THE LOCATION DID MEAN FEWER TOUR PLAYERS THAN NORMAL WERE IN ATTENDANCE.

Wednesday

- Pro Am Registration for the actual event.

This is a big day for many of the Pro-Am participants. While first tee times were not until 07:00, players began arriving shortly after 05:00! This meant being set up and having materials organized well before 05:00!!!

The briefing materials from Golf Canada and the LPGA were clear. The script for greeting and briefing participants was a guideline, not an absolute. Volunteers picked up their own rhythm and they imparted the critical stuff in their own way, but in an effective manner.

There were a limited number of last-minute changes to teams, which in turn required some changes to bag tag labels and caddy bibs. Label technology very simple. No big deal.

The logistical challenge of our first tee on the back nine did require briefing of players and some coordination with the Shuttle Committee. A more than adequate supply of shuttle carts is recommended.

If shuttles are involved, have a clearly signed shuttle pick-up point.

For players not bringing their own caddies, caddy assignments were done at the time of registration. Be sure to locate the caddy team at a very proximate location relative to the Pro-Am registration table. And be sure to have a surplus of potential caddies, especially if there is rain in the forecast.

- 1st & 11th tee support

This is no big deal and is mainly a tracking of players to make sure that they get to their assigned tees 15 minutes ahead of the actual tee time. Volunteers are expected to support



the photographer taking the team pictures with their pros for their front nine and back nine. Suggest that the Golf Canada personnel work with the volunteers in allowing the volunteers to feel part of the briefing process.

This is a fun assignment for the volunteers, as there is time with the pros and their caddies, some of whom will chat. It is also a great chance to see the professional's swings!

- Pro Am Gifting

Post-round, volunteers will register players and support the distribution of tee gifts and team photos. No big deal.

Two comments: First, make sure that volunteers have credentials to allow necessary access to the areas of the clubhouse. Second, having too many volunteers at this station may make it a little boring...but this is a "first world problem"!!

SPECIAL EVENTS

- Orientation
- Honorary Observers & Jr Starters
- Girls In Sport

WHAT WENT WELL

- Given the peculiarities of Mississauga as a site, we had 2 orientation days with our team of volunteers, which was very helpful to volunteers. This allowed volunteers to familiarize themselves with the site and the route to Volunteer Centre. These were held on weekday evenings and were well attended---over 3/4 of the team!
- For Committee Chairs, online & in person meetings were informative. The monthly mtgs for chair & co-chairs helped to build momentum & Golf Canada staff were always available to meet with us away from scheduled times
- Golf Canada support for luddite Chairs were patient and kind! Special thanks to Jennifer Cuthbert!
- buses to event were running smoothly
- Events Trust site made it easy to communicate with the volunteers KICK OFF PARTY
- all was good. 3 volunteers more than enough
- we helped with set up
- we wore slacks & jackets with our cochair shirts which presented well REGISTRATION
- went smoothly. 3 volunteers was enough.
- we organized the team bagtags etc according to team #, which helped to move things along

GIFTING

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SPECIAL EVENTS

- honorary observers & Jr Starters went really well.
- all participants were happy to be part of the event and was a joy to watch the youngsters

WHAT COULD BE BETTER

- Pro-Am Committee members needed far greater access to more areas of the clubhouse, if only for the one day of the Pro-Am. Proper lanyards allowing access, as it was difficult to get past security. Garda Security personnel were overly strict and often had linguistic challenges.
- not everyone lives by or can manage all information receipt and flow by their cellphones.



There is nothing wrong with the use of paper...lots of copies of draws and guest lists would be helpful. And some of those individuals are the ones who make the purchasing decisions when buying a Pro-Am team!

- bagtag name printing - didn't need 4 and only took 1 1/2 hrs., not 3 as suggested
- need more lighting the morning of ProAm registration...04:00 is an early start!!
- valet service didn't show up. Need back up plan. We were able to "ad hoc" it.
- caddie registration needs to emphasize bibs as several caddies didn't pick up
- could have had a volunteer at practice area ensuring players move out on time
- our registration & CPKC VIP registration were in one tent. Suggest a partition between the 2 tables as became problematic. Their outside event staff were a little arrogant and frankly marginal performers.
- we didn't need the meet & greet out front and in the clubhouse One inside is sufficient but again, needs proper credentials as security would not let anyone in
- 1st & 11th tee support was disappointing. Golf Canada staff sent script that our volunteers were to read out. They prepared themselves & looked forward to the opportunity, but Golf Canada staff took over in the main. Clearly this briefing must be well done and clear to the Pro-Am participants. That said, suggest that Golf Canada starters allow the volunteers to be more involved or feel more involved.
- timing of shifts needs to have more consideration as many times we were there over an hour too early
- we had volunteers from out of province & some travelled 2 hours to get to their appointed shift only to find that it was changed last minute and the volunteers were shuffled around with some not having anything to do -More hard-copy tee time sheets and extra printed lists of Junior Starters and "Inside the Ropes" participants would be good. Also, would be helpful to have them as early in the day as possible.

WHAT DO I WISH I WOULD HAVE KNOWN PRIOR TO TOURNAMENT:

- that the number of volunteers requested & shifts & times could be sharpened

MY FAVORITE MEMORY

Jeannie:

- helping pack the volunteer bags at the distribution centre which gave a true sense of behind the scenes.
- walking along a very familiar golf course with a feeling of pride at how special it is here.

JV

- seeing the last group tee off on Sunday and knowing that our responsibilities had been fulfilled and accomplished to a high standard.