



BROOKE HENDERSON
2018 & 2025 CHAMPION

2026

VOLUNTEER MANUAL

CORPORATE HOSPITALITY

AUGUST 17 - 23, 2026 • ROYAL MAYFAIR GOLF CLUB





Contents

Committee Job Description.....	2
Key Information.....	3
Ideal number of volunteers: 60	4
Corporate Hospitality Areas	4
Committee Hours of Operation	5
Daily Run Sheet for Corporate Hospitality Volunteers.....	5
Tasks and Timelines.....	7
Other Committee Interactions	8
Appendix: Photos of Hospitality Entrance Tent	9
Appendix: Hospitality Guest Information	10

Committee Job Description

The responsibility of the Corporate Hospitality Committee is to:

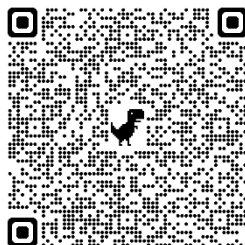
- Assist in the daily operation of, and access to, the specific corporate hospitality areas including Sky Suites, Club Seats, Skyboxes, Lodges, ParV's and Heritage Lounge around the golf course. The names and locations of these areas change each year.
- Greet guests when they approach the specified entrance tent for their hospitality area, scan tickets, provide a wrist band, and help guide them to their space.
- Keep the corporate hospitality areas, including private hosting spaces, clean and tidy throughout the day

- Monitor the perimeter of the specific corporate hospitality spaces for uninvited guests, open gaps along the fencing and general tidiness.

Key Information

- Detailed corporate hospitality area descriptions are located on the CPKC Women's Open website & brochure. <https://www.cpkcwomensopen.com/corporate-hospitality/>
- Corporate hospitality areas are open from Thursday to Sunday of tournament week. Volunteers should be available each day of the tournament.
- Orientation is vital for this committee. It is recommended (for all to attend) this training session be scheduled on-site either Sunday or Monday pre-tournament week (about 1hr in duration). The Golf Canada Sales team (including Manager, Ticketing Specialists and Interns) attend this orientation to help train volunteers on ticket scanning and overall procedures and expectations of the volunteer during tournament week. A tour to the locations of the hospitality areas typically occurs during this training session
- As volunteers sit at each corporate hospitality entrance to the hosting spaces, they are often asked for directions or other general questions from guests. Preparing volunteers to understand overall tournament info helps to ensure a better experience for everyone.
- A training video is available for ticket scanning. Additional training is provided by the Golf Canada Sales Team and Ticketing Specialists who are onsite.

Training Video – Scanner Training





- Overnight cleaning of hospitality spaces is coordinated by Golf Canada. However, volunteers will be asked to help wipe and squeegee table and chairs in the early morning (1st shift) and keep the spaces tidy throughout the day.
 - Fresh towels to the Corporate Hospitality desk in the volunteer centre provided each morning.
- Volunteers are not permitted to eat or drink from the corporate hospitality F&B stations in the hospitality areas.
- It is very important that volunteers remain at their locations until the end of play. Guests have made a significant investment for their hospitality hosting space, and we want to maintain the integrity of the space until play has finished for the day.
- In the case of a suspension of play due to an evacuation, Corporate Hospitality Volunteers will be instructed by Golf Canada and the Co-Chairs help let all guests know that play is suspended and that they will have to leave the grounds and return to their car. Volunteers are only required to let guests know once. Golf Canada staff and paid security are ultimately responsible for ensuring everyone is cleared out and safe.

Ideal number of volunteers: 60

The ideal number of volunteers may vary slightly depending on the total corporate hospitality spaces on site, the layout and flow, and the number of tickets sold.

Corporate Hospitality Areas

Corporate Hospitality areas are located around the golf course with descriptions to each found on the CPKC Women's Open website and brochure.

<https://www.cpkcwomensopen.com/corporate-hospitality/>



Committee Hours of Operation

The committee operates when the gates are open to the public Thursday - Sunday. Gate hours vary year to year based on tee times set by the LPGA. Gate hours for the 2025 CPKC Women's Open are listed below:

Wednesday Aug 20: 6:50 am – 7:30 pm

Thursday Aug 21: 6:50 am – 7:30 pm (or until end of play)

Friday Aug 22: 6:50 am – 7:30 pm (or until end of play)

Saturday Aug 23: 8:30 am – 7:00 pm (or until end of play)

Sunday Aug 24: 7:30 am – 7:00 pm (or until end of play)

Daily Run Sheet for Corporate Hospitality Volunteers

- Golf Canada staff will deliver, wristbands and ticket scanners (& extra towels) to the volunteer centre each morning.
 - Baskets are provided for each specific hospitality space to put the wristbands and scanners in.
 - Wristbands match the hospitality area and are colour coded per day.
 - The Golf Canada Sales Manager will provide a list of companies hosting clients at each hospitality location to assist in directing their guests to their private hosting space.
- Volunteers will check-in at the volunteer centre with the committee chair prior to their shift.
- 1st morning shift Volunteers will gather their baskets, towels, and any other supplies prior to going to their corporate hospitality location.



- Volunteers need to be in place and ready to scan tickets when the gates open.
Gate times are based on tournament tee times.
- When volunteers arrive at their specified corporate hospitality location, they are asked to do a walk through to ensure the space is clean and ready for that days' guests. At this time volunteers will also wipe down the tables and chairs that are wet with dew.
 - Volunteers should also check that the dedicated washrooms for their area are fully stocked and cleaned for the day.
 - If the washrooms have not been cleaned at all or need servicing, they should notify their committee chair to radio for service to those areas.
- As guests begin to arrive, volunteers will check hospitality guest tickets to ensure they are in the correct corporate hospitality area, and provide a specifically coloured wristband for the specific day. Once the wristband is provided and attached to guest, the guest will have in/out access into their space for the remainder of the day. The electronic ticket will not need to be scanned again.
 - Each corporate hospitality area has a unique coloured wristband to assist the volunteer at each entrance. The Volunteer acts as a 'Gatekeeper' to the entrance tent, allowing only guests with proper ticket/wristband to enter the space.
Guests in the wrong area will be directed to their proper hosting space on the course by the volunteer and declined entrance.
- The morning (7am-9am) is often slow for guests to arrive as play doesn't reach hospitality spaces until later (most hospitality spaces are built on finishing holes).
- Throughout the day, volunteers should do regular walks through the spaces to ensure areas are clean and tidy. Catering staff are also around to help clear plates and empty cups and cans.



- It is also important for volunteers to check the washroom areas and fencing around those areas. People without tickets for the hospitality spaces often try to break the fence line and access the washroom trailers and food and bar areas.
- If the fence has been moved and needs to be fixed please radio communications and ask them to send Golf Canada to fix the fence line.
- It is important the volunteers remain at their designated area until the end of play.
Guests have made a significant investment to have their hospitality space and we don't want general public invading that space.

Tasks and Timelines

Pre-Tournament	<ul style="list-style-type: none">• Actively recruit volunteers• Attend Committee Chair Meetings• Connect with Golf Canada to ensure roles and responsibilities are understood.• Work on volunteer schedule and assign volunteers to shifts in the Trust Event Volunteer Management System.• Attend the general volunteer orientation.• Meet with Golf Canada sales and ticketing team to discuss tournament week operations details.
Tournament Week	<ul style="list-style-type: none">• Work with the Golf Canada team to ensure successful operation of the corporate hospitality areas.• Lead and manage the volunteers.• Act as an on-site supervisor to the volunteers and help with on site training for volunteers.• Coordinate replacements, or act as a replacement for any volunteers that cannot attend a shift.• Ensure volunteers get adequate breaks and are rotated through the various positions.
Post Tournament	<ul style="list-style-type: none">• Complete post-event committee chair feedback report.

Other Committee Interactions

Other committees Admissions and Spectator Services may interact with	Reason
Ambassadors	Corporate Hospitality volunteers are situated in the public eye. They will be approached by spectators for information and directions. They may also see where there are areas that spectators are getting lost, this information should be shared with the Ambassadors committee so they can station their volunteers close to these problem points.
Marshals	Corporate Hospitality volunteers and Marshals often work together to ensure that guests in the hospitality areas are keeping quiet when play is in the area. Getting to know the hole captain and the other marshal volunteers is beneficial.
Shuttles	<p>The shuttle committee is new, but this committee will help guests with mobility challenges around the course. From time to time there are requests from hospitality buyers to provide a ride to a guest with limited mobility.</p> <p>These requests come to the Sales Manager and then would be passed down to the shuttle committee.</p>

Appendix: Photos of Hospitality Entrance Tent



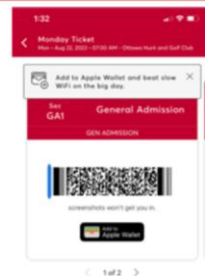
Appendix: Hospitality Guest Information

Information shared to hospitality guests for when they arrive on site.

DAY OF THE TOURNAMENT: WHEN YOU ARRIVE



Step 1	Proceed to the security tent at main admissions. IF you and/or your guest has difficulties with the e-ticket, please proceed to main admission tent and look for 'Accreditation'. The Golf Canada team & volunteers will assist
Step 2	Open your digital ticket as you wait for quicker access
Step 3	Proceed onto the course and follow directional signage to your specified hospitality area on the 16 th , 17 th or 18 th holes
Step 4	Show your digital ticket at the designated hospitality entrance with the corporate hospitality volunteer to receive your NON-TRANSFERABLE designated wristband.
Step 5	Your wristband will give you in/out access to your specified hospitality area throughout the day
Step 6	Keep the wristband on for the entirety of the day. NEW (colour coded) wristbands will be issued every day of the tournament.



Example of wristband

