



BROOKE HENDERSON
2018 & 2025 CHAMPION

2026

VOLUNTEER MANUAL

VOLUNTEER SERVICES

AUGUST 17 - 23, 2026 • ROYAL MAYFAIR GOLF CLUB





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Committee Job Description

The Volunteer Services committee are volunteers helping other volunteers to have the best experience possible at the CPKC Women's Open. The committee is one of the first to start operating prior to the tournament. The main responsibilities of this committee are:

- Uniform packing
- Distribution of uniforms and credentials at the uniform pick-up days
- Obtaining and organizing raffle prizes for volunteer appreciation
- Staffing the volunteer centre and volunteer services desk during the championship
- Exchanging and selling extra volunteer uniforms/merchandise during the tournament
- Distributing snacks, water, sunscreen and other items with the Volunteer Care Cart
- Other duties as assigned by Golf Canada

The Volunteer Services Committee works very closely with Golf Canada throughout the year. Golf Canada is there to assist all committees, working extensively with the Volunteer Services Committee.

Key Information

- Golf Canada will process volunteer application forms and payments, maintain the volunteer database and coordinate volunteer mailings.
 - Currently the volunteer database and registration system that is used is called Trust Event.
- This committee operates out of the Volunteer Centre and helps to operate the Centre.



- A volunteer only concession is set-up in the volunteer centre with discounted prices for volunteers only.

Uniform Packing and Distribution

- Golf Canada procures all items within the volunteer uniform package. Generally, the package includes the following items:
 - Official Volunteer Polo
 - Official Volunteer Hat or Visor
 - Drawstring Bag
 - Volunteer Accreditation Badge and Lanyard
 - This badge provides access to the grounds all week whether a volunteer is working a shift or not.
 - Volunteer parking pass
 - Weekly transferrable guest ticket (Digital – not placed in the volunteer package)
 - Volunteer Appreciation Events Invitation
 - Any additional items that the volunteer may have purchased during volunteer registration (additional volunteer polo, layering piece, or bucket hat).
- Golf Canada selects the venue for uniform packing and distribution. All volunteer uniform pieces are delivered to the venue where volunteers will help set up the space for packing and distribution.
- Packing is generally done in an assembly line fashion. Bags are numbered and organized alphabetically. Bags are labelled with the number, name, committee, and all other details needed to pack the bag correctly.

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Brooke Henderson
Marshals
Polo: Women's Medium
Baseball Cap



- Following packing day, two days are set-up for volunteers to come and collect their uniforms.
 - The committee members will be stationed at tables separated into letter sections alphabetically by last name (ex. A-B)
 - The committee members will have an alphabetical list for their section with volunteer names and their assigned number
 - Volunteers will come to their section to pick up their bag. The Volunteer Services member will find their name and number, retrieve their bag, and go through the items in the bag to make sure they are correct.
 - Once complete, the volunteer who picked up their bag will sign their name on the pick-up sheet.
- Alternative dates are set-up for those not able to make the original two days.
- Volunteers can exchange their shirts if the size they selected during registration doesn't fit.
- Once the tournament has started and the majority of volunteers have their uniforms, the Volunteer Services Committee sells any remaining uniform stock to volunteers in the Volunteer Centre. This happens at the Volunteer Services desk.

Volunteer Recruitment

- Golf Canada uses a number of resources it has available to recruit volunteers. These include:
 - Emails targeted to Golf Canada Members in the province that the tournament is hosted in.
 - Emails to past volunteers – usually to those in the same host city, or from the previous year depending on the proximity of the previous host.



- Social Media posts – through the Golf Canada channels and CPKC Women's Open Channels. These posts are sometimes paid for to help boost reach.
 - Posters for digital and physical sharing.
- Suggestions and ideas on how to recruit additional volunteers are always welcome! The best recruitment is through word of mouth! If the committee or club is aware of groups or organizations where we can share the volunteer information that is very helpful.

Volunteer Services Desk

- The volunteer services desk is where volunteers go for general tournament questions, to exchange their volunteer shirt, purchase additional volunteer merchandise, and for help when they need it.
- The volunteer services desk is staffed by volunteer services volunteers.
- Volunteer Services should do their best to be familiar with the course layout (ex. must-visit destinations, washrooms, water stations, etc), the volunteer program and the duties of other committees as this committee is the first stop volunteers go to ask questions.
- Exchange of uniforms is done at the volunteer services desk. Uniforms that are being exchanged must be unworn and still have the tag attached.
- Additional small tasks may be assigned by Golf Canada during tournament week. For example, the referee shirts for the Rink Hole Marshals got delivered after the Uniform Packing Day in 2025, so Volunteer Services had the list and distributed them during tournament week.

Uniform Sale

- There will be an extra quantity of uniform and optional items made available for volunteers to purchase at the Volunteer Services Desk. A temporary storage unit will be placed behind the Volunteer Services desk to store the extra items for sale
- Golf Canada will provide the pricing, iPad and POS machine to process all sales. All merchandise sales are final.



- Please see Appendix A for a Guide on how to use the iPad and POS to sell. Golf Canada will also provide onsite training.

Volunteer Care Cart

- The volunteer services committee will be responsible for operating two volunteer care carts. These carts will roam the golf course providing volunteers with a variety of offerings like water, snacks, sunscreen, access to a first aid kit and any giveaways.
- Focus should be on any volunteer posts that are furthest away from the Volunteer Centre.
- Committee Chairs should determine the best suitable routes before the tournament. It is recommended to do this once the ropes are in place. The Golf Canada Operations team can support the committee chairs with determining the routes.

Volunteer Appreciation Day

- A volunteer appreciation day is hosted on the Saturday of Tournament week. This involves a meal for all volunteers at some point in the day and a small program with thank you messages from sponsors, Golf Canada Executive and others.
- The committee helps by decorating the volunteer centre with table clothes, streamers, balloons, and other items.
- The committee chairs, tournament chairs, and host club can support this event by collecting gifts and donations that can be used in raffles during the week and during the volunteer appreciation party.
 - Golf Canada works with each club on how they would like to show their appreciation for the volunteers. The number of prizes varies year to year.
 - Golf Canada supports by providing some prizes for the party.
 - Prizes in the past have included:
 - Tickets to sporting events (CFL, NHL, NLL)
 - Rounds of Golf



- Golf Bags, Golf Clubs, Other Golf equipment
 - Water bottles, Mugs, Lunchboxes
 - Sunglasses
 - Gift Cards
- A sample donation request letter is available in the appendix.

Ideal Number of Volunteers: 25

Committee Hours of Operation

This committee will operate prior to the tournament for uniform packing and distribution. This is generally held Thursday – Saturday a few weeks prior to the tournament. Golf Canada will set the dates and location.

During the tournament the hours of operation are listed below. These hours may change based on tournament tee times. Please note that the volunteer centre is open before and after these hours for volunteers that are arriving very early for their shifts. The hours reflect when the majority of volunteers are on site.

Volunteer Services Desk	
Sunday, Aug. 16th	12:00pm – 4:00pm (Uniform Pick-Up Only)
Monday	11:00am – 5:00pm
Tuesday	11:00am – 5:00pm
Wednesday	6:00am – 7:00pm
Thursday	6:00am – 7:00pm



Friday	6:00am – 7:00pm
Saturday	6:00am – 7:00pm
Sunday	7:00am – 7:00pm

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. • Canvas for donations for volunteer appreciation prizes and raffles. • Attend the general volunteer orientation. • Meet with Golf Canada staff to ensure you understand the process for volunteer uniform packing and distribution days. • Staff the volunteer uniform packing and distribution days with volunteers. Be on site to supervise the volunteers during these days.
Tournament Week	<ul style="list-style-type: none"> • Work with the Golf Canada staff to ensure successful operation of the volunteer centre, volunteer services desk and Volunteer Care Cart. • Lead and manage the volunteers. • Act as an on-site supervisor to the volunteers and help with any 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 Volunteer Services may interact with	Reason
All committees 😊	This committee will have some level of interaction with a majority of committees and many volunteers.

Appendix A: POS Training Guide

Open the iPad



- Use the password provided by Golf Canada

How to get to the App for Payments

- Click the “PAYD Pro Plus App” in the bottom right-hand corner.



How to Sell

- Click on the item(s) you are selling (ex. White Polo)
- If you need to change the quantity, click on the item you just added to the left. Click the + increase the quantity. Then click “Update”.
- To delete an item, click the item you need to delete, then click the garbage can sign 
- Click the Shopping Cart Button  on the top right to check out. Ask them if they are paying with Debit or Credit. Then, select the card type.
- The Moneris terminal will signal the transaction, and they can pay with their card on the pin pad.



How to Send a Receipt

- Receipts can either be emailed or sent by SMS Text Message.
- Before clicking done, to send a receipt by **Email**, click the “Email Receipt” button
 - Type in the customer’s email then click “Ok.”
- To send a receipt by **Text Message**, click the “Text Receipt” button
 - Type in customer’s mobile phone number. Then click “Ok.”



Appendix B: Sample Donation Request Letter

Date

Business Address

Dear _____:

The 2024 CPKC Women's Open, conducted by Golf Canada, will be held at Earl Grey Golf Club from July 22-28, 2024. We look forward to bringing the top female professional golfers in the world to Alberta and hope that you, your staff and patrons will have the opportunity to come out and enjoy this most celebrated event.

This event cannot be successful without the hard work and dedication of over 1200 volunteers who will devote many hours of tireless work in effort to provide an unforgettable experience for spectators and players alike. We are proud of our volunteer team and would like to thank them in as many ways as possible. As such, we are visiting with as many local businesses as possible to request support through product contributions or prize sponsorship. Your gift will go directly towards enhancing the volunteer experience.

In return for your generous contribution, we would be pleased to recognize your support by prominently showcasing your company's name in the volunteer centre and newsletters. Please contact Insert Chair name for assistance in coordinating your support for our volunteers and Canada's national golf championship,

Thank you for your consideration and we look forward to working with you and seeing you at the 2024 CPKC Women's Open.

Best regards,



NAME

Chair, Volunteer Services Committee

Phone#

Email