



TRAVELERS CHAMPIONSHIP

Committee Leadership Opportunities

Please note, these committees and descriptions are subject to change for 2016

Administration

The administration chairs are responsible for recruiting and training volunteers to work in the administration trailer. The committee chair and assistant committee chair will coordinate the cashing out of registers, all cash pickups and drop offs as well as will call. They will work closely with the Finance Manager and be given an outline of policies to review with their volunteers prior to the tournament. The chairs will have to arrive on course early each morning and may be required to stay late into the evening. Volunteers on this committee must be at least 18 years old in order to operate a golf cart.

Airport Concierge

The airport concierge chairs are responsible for recruiting and training volunteers to work at Bradley International Airport. At Bradley International Airport, the committee chair and assistant committee chair will work directly with the airport security and Enterprise Car Rental service to ensure a positive experience for all of the PGA TOUR professionals and their families. The committee will be located near baggage claim as well as in Enterprise's rental office. Once the professionals and their families get off the plane and head towards the baggage claim area, the volunteers will assist with all their transportation needs. The chairs will work directly with the tournament's player relations contact on all flight information, including the chartered flight, which is usually scheduled to arrive on Sunday or Monday prior to the event. All volunteers operating a vehicle must be at least 25 years old and are subject to a background check. It is the responsibility of the chair to collect their committee volunteers DMV forms. This committee operates during the week prior to the tournament until the end of the tournament.

Amateur Caddies

The amateur caddie chairs are responsible for recruiting and training volunteers to be caddies for the Monday, August 1 and Wednesday, August 3 Pro-Am events. The committee chair and assistant committee chair will work with the tournament staff and Pro-Am chairs to ensure that all persons participating in the Pro-Am have a caddie. The chairs will arrive on course early each morning and may be required to stay late into the evening. Previous caddie experience is preferred, but not required. It is important for the chairs to train their volunteers on the rules of golf and how to be a caddie. Volunteers on this committee must be familiar with the rules of golf and be able to carry a bag for 18 holes. These chair roles are needed on Monday and Wednesday and then can assist in other areas throughout the rest of the week. This position works outside all day and the chairs must notify their volunteers to be prepared for all weather conditions.

Ambassadors

The ambassador chairs are responsible for recruiting and training volunteers to staff the various Ambassador locations throughout the course. There are 8 different ambassador locations including the main entrance, fan zone and 9th & 10th crossover. The ambassador volunteers are the on course greeters for the tournament, therefore it is important they create a warm and welcoming experience for all guests. All ambassadors should have knowledge of the different tournament areas (history, venues, events, etc.) and the surrounding community. The committee chair and assistant committee chair must create a friendly environment and be the leader amongst all the ambassadors. It is important for the chairs to train their volunteers on great customer service.





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Call Center

Stationed in the Tournament Office, the call center chair is responsible for greeting and assisting guests, volunteers, and sponsors. The chair is also responsible for answering the Travelers Championship phone line and assisting questions or problems that may arise. This position works inside all day along with their volunteers.

Rums of Puerto Rico Champions Club

These chairs are responsible for recruiting and training volunteers to oversee the Rums of Puerto Rico Champions Club hospitality venue. The committee chair and assistant committee chair primary responsibilities will be to train the volunteers to greet guests, manage the wristband process, marshal within the venues and work with the catering team to ensure a safe and clean presentation of the venue. The chairs and volunteers will also provide on-site client services as needed and ensure that all persons entering the venues have the proper credential. Although the hospitality venue does not open until Wednesday, the chairs are expected to be on course a few days prior to assist in the final preparations of the venue.

Concessions

The concession chairs are responsible for recruiting and training volunteers to support the tournament's concessionaire in the delivery and execution of the food service plan for each concession location. The committee chair and assistant committee chair will recruit company groups, as well as general volunteers, for this committee. The chairs must ensure a safe and clean presentation within each of the concession locations. Please note that the concessionaire will provide staff to cook the food, manage the register transactions and sell all alcohol. Volunteers are not to sell alcohol or be responsible for checking ids. This committee requires a lot more pre-tournament work and preparation.

Corporate Hospitality

These chairs are responsible for recruiting and training volunteers to oversee Corporate Row, the Aetna Greenside Club, and Michelob ULTRA 19th Hole Sponsor Club hospitality venues. The committee chair and assistant committee chair primary responsibilities will be to recruit and train the volunteers to greet guests, manage the wristband process, marshal within the venues and work with the catering team to ensure a safe and clean presentation of the venues. The chairs and volunteers will also provide on-site client services as needed and assist security to ensure that all persons entering the venues have the proper credential. Although the hospitality venues do not open until Wednesday, the chairs are expected to be on course a few days prior to assist in the final preparations of the venues.

Corporate Row: Volunteers on this committee will assist with greeting and welcoming guests to corporate row and marshaling in the stadium seating. They will also assist security to ensure that all persons entering these facilities have the proper access credentials. Experience with excellent customer service atmospheres is preferred and a professional appearance and attitude are a must.

Aetna Greenside Club: Volunteers in the Greenside Club will assist with the greeting and welcoming of guests to the hospitality venue, will ensure that all persons entering the venue have the proper access credential, and will also work with the catering team to keep the venue's appearance clean, tidy and professional for the guests. Due to the high volume of guests in the venue, marshaling in the stadium seating will be needed. This venue has a great view of the 18th green and is the perfect place for people who enjoy working with others.





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Michelob ULTRA 19th Hole Sponsor Club: The Sponsor Club volunteers will be responsible for greeting guests, managing the wristband process, marshaling within the venues and working with the catering team to ensure a safe and clean presentation of the venue. The chairs and volunteers will also ensure that all persons entering the venue have the proper credential.

Deliveries

These chairs are responsible for recruiting and training volunteers to oversee the shipping and receiving area leading up to the event and throughout the tournament week. The committee chair and assistant committee chair are responsible for establishing a system in which all inbound and outbound shipments are inventoried and processed in a timely and accurate manner. The chairs will work directly with the tournament, TPC River Highlands and PGA TOUR, therefore it is important for the chairs to create a welcoming and helpful customer service approach. This committee will begin on Tuesday, July 26th and run through tournament week.

Distribution

These chairs are responsible for recruiting and training volunteers to oversee all on course distribution of items to players, caddies, volunteers and hospitality venues throughout the tournament week. In addition, the committee chair and assistant committee chair will oversee the soda/water distribution hub as well as assist with any on course duties as needed. Prior and post tournament, the chairs are responsible for recruiting and training volunteers to assist in the set-up and clean-up of the golf course. The chairs will work directly with the tournament's operations team to develop a weekly plan that will begin mid- June and go until July 10th. Volunteers on this committee must be at least 18 years old in order to operate a golf cart. This position works outside all day and the chairs must notify their volunteers to be prepared for all weather conditions. The chairs will be expected to arrive on course early each morning.

Gallery Control

The gallery chairs are responsible for recruiting and training volunteers to marshal the 18 golf holes. The committee chair and assistant committee chair will recruit companies, as well as general volunteers, to spot balls on fairways, watch for errant shots and keep the crowds moving smoothly with play. The chairs will also be responsible for ensuring that all guests are adhering to the PGA TOUR Mobile Device Policy. The chairs will host trainings to educate their volunteers on the PGA TOUR hole marshal rules and policies. These chairs will also work in conjunction with the Player Logistics team, tournament and PGA TOUR in the execution of the weather event plan. This position works outside all day and the chairs must notify their volunteers to be prepared for all weather conditions. This committee requires a lot more pre-tournament work and preparation.

Gates

These chairs are responsible for recruiting and training volunteers to oversee the main entrance, 5/6 entrance, and 9th hole entrance. It is important for the committee chair and assistant committee chair to create a positive, customer friendly atmosphere as these are the first people the guests see when arriving on course. The chairs will train their volunteers on how to scan and check tickets for all patrons coming into the tournament. The chairs will also work alongside security personnel as well as provide directions and answer questions that may arise. The chairs must always be communicating with the Will Call Coordinator, Finance Manager, Administration Chairs and the Ticketing Staff.





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Media

The media chairs are responsible for recruiting and training volunteers to assist in the operations of the media center. The committee chair and assistant committee chair will train volunteers to assist the media with any questions or concerns they may have. The chairs will also coordinate the media shuttle which runs between the media parking lot and the media center while also making stops at the practice facility. The chairs must make sure there are volunteers staffed within the center at all times of the day. These chair positions require a lot of early mornings and late evenings. The chairs will work directly with the tournament's media contact and is responsible for overseeing the credential printing process tournament week. Volunteers on this committee must be at least 18 years old in order to operate a golf cart.

Military Appreciation

These chairs are responsible for recruiting and training volunteers to oversee the Patriots' Outpost presented by Saint Francis *Care*. The committee chairs and assistant committee chair primary responsibilities will be to work with the tournament on Military events such as Operation Shower, Military Caddie Program, Wounded Warrior threesome and Opening and Closing Ceremonies. The chairs will also be responsible for training volunteers to greet guests, manage the wristband process and work with the food provider to ensure a safe and clean presentation of the venue. The chairs and volunteers will also ensure that all persons entering the venues have the proper credentials. Although the Patriots' Outpost presented by Saint Francis *Care* does not open until Wednesday, the chairs are expected to be on course a few days prior to assist in the final preparations of the venue and special events mentioned above.

Player Logistics

These chairs are responsible for recruiting and training volunteers to oversee the transporting of PGA TOUR players and caddies from the clubhouse to the practice range and back. The committee chair and assistant committee chair will work with the tournament's valet service to manage the traffic flow in front of the clubhouse. These chairs will also work in conjunction with the Gallery team, tournament and PGA TOUR in the execution of the weather event plan. Volunteers on this committee must be at least 18 years old in order to operate a golf cart. This position works outside all day and the chairs must notify their volunteers to be prepared for all weather conditions.

Player Relations

These chairs are responsible for recruiting and training volunteers to assist with the PGA TOUR player registrations and hospitality. The committee chair and assistant committee chair will be stationed at the clubhouse and will also assist the Caddie Master with anything he may need to help run the caddie tent. In the clubhouse, it is important that the volunteers have knowledge of the Hartford and Cromwell area as they will need to direct the player's and their families in the right direction. Throughout the tournament, the chairs will work directly with the tournament's player relations contact.

Player Transportation

The player transportation chairs are responsible for recruiting and training volunteers for the Player Transportation area located in the caddie tent. The committee chair and assistant committee chair will coordinate and manage all of the transportation needs request by the PGA TOUR professionals and their families. The chairs will work with the tournament's player relations contact on scheduling all requested trips made by the professionals or their families (i.e. pick someone up, spa day, day care, etc.). The chairs will also work with the Caddie Master on coordinating trips to the dry cleaners to pick up and drop off the caddie bibs. This committee begins prior to the tournament on Saturday, July 30 and concludes on Monday, August





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8. All volunteers operating a vehicle must be at least 25 years old and are subject to a background check. It is the responsibility of the chairs to collect their committee volunteers DMV forms.

Practice Facility

These chairs are responsible for recruiting and training volunteers to assist the TPC River Highlands team in ensuring a smooth execution of the practice facility. The committee chair, assistant committee chair and volunteers will work directly with the TPC team to ensure proper set up of the nameplates at the practice facility. This position works outside all day and the chairs must notify their volunteers to be prepared for all weather conditions. Shift times may also vary depending on tee times and if inclement weather is on the radar.

Pro-Am

The Pro-Am chairs are responsible for recruiting and training volunteers to oversee the Monday, August 1 and Wednesday, August 3 Pro-Am events. The committee chair and assistant committee chair will work with the tournament staff to assist with the vendor load in and out of the Pro-Am tent. The chairs must staff the Pro-Am registration tables and Pro-Am gift check during both Pro-Am events. The chairs will also work directly with the amateur caddie chairs during the two Pro-Am events and will support the staff in providing on-site client services as needed. They will also work with the catering team to ensure a safe and clean presentation within the Pro-Am tent. These chair positions are needed on Monday and Wednesday and then can assist in other areas throughout the rest of the week.

Pro-Caddie Hospitality

The pro-caddie hospitality chairs are responsible for recruiting and training volunteers to assist in the coordination of all services concerning pro-caddies. Responsibilities for chairs include managing the caddie registration, bibs and nametags, laundry service, and general caddie needs. The chairs will have interaction Travelers staff, coordinating Caddie Appreciation Day, as well as with the PGA TOUR staff throughout the tournament. Chairs will also be responsible for the cleanliness and overall appearance of the caddie tent.

Scoring

The scoring chairs are responsible for recruiting and training volunteers to be a part of the Laser Operator, Standard Bearer and Walking Scorer committees. The committee chair and assistant committee chairs are responsible for ensuring that all committee volunteers are able to walk 18 holes, while maintaining responsibility for the equipment, in various weather conditions. The chairs will work directly with the PGA TOUR SHOTLink team and tournament's operations team. The chairs and PGA TOUR SHOTLink team will also host committee trainings the week prior to the tournament to get the volunteers familiar with the equipment and their roles throughout the tournament week. A basic understanding of golf scoring and etiquette is required for all committee volunteers. These committees work outside all day and the chairs must notify their volunteers to be prepared for all weather conditions.

Laser Operators: The laser operator volunteers are responsible for measuring and recording the location and distance of every shot hit during the tournament using the survey grade laser equipment. The chair should also encourage all Laser Operator volunteers to attend a "hands on" training on course on Wednesday.

Standard Bearers: The standard bearer volunteers must follow a group of golfers during their round, inside the ropes, to show the gallery who is playing and display their scores by carrying a



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standard sign presenting the information. The chair is also responsible for ensuring that committee volunteers are able to walk 18 holes, in various weather conditions, while carrying a 5 lbs. sign. Volunteers on this committee have a very high retention rate from year to year, therefore, the chair should encourage new volunteers interested in this committee, to sign up for Monday and/or Wednesday to "learn the ropes" prior to the commencement of tournament competition.

Walking Scorers: The walking scorer volunteers are responsible for keeping on course statistics and scores using a handheld computer device and a voice radio with headset. Volunteers on this committee have a very high retention rate from year to year, therefore, the chair should encourage new volunteers interested in this committee, to sign up for Monday and/or Wednesday to "learn the ropes" prior to the commencement of tournament competition.

Signage Distribution

The signage distribution chairs are responsible for recruiting and training volunteers to assist with the distribution of tournament signage. The committee chair and assistant committee chair will work directly with the tournament's operations team to ensure that the signage is put out in the correct location and in a timely manner. These positions will be busy the week leading up to the tournament (beginning on Monday, July 25th) as well as each morning throughout the tournament week. During the day, the chairs may be asked to assist on other committees. This position works outside all day and the chairs must notify their volunteers to be prepared for all weather conditions.

Skyboxes

The Skybox chairs are responsible for recruiting and training volunteers to provide a great Skybox hospitality experience. The committee chair and assistant committee chair primary responsibilities will be to train the volunteers to greet guests, manage the wristband process, marshal within the venues, manage the client gift process and work with the catering team to ensure a safe and clean presentation of the venues. The chairs are expected to assist with the client gift load in and out, staff all areas of operations (entrances, exits, bottom of stairs, etc.) and oversee the set up each morning and breakdown following play (wipe chairs, clean up trash, etc.). The chairs and volunteers will also provide on-site client services as needed and ensure that all persons entering the venues have the proper credential. Although the hospitality venues do not open until Wednesday, the chairs are expected to be on course a few days prior to assist in the final preparations of the venues.

Sponsor Valet

The sponsor valet chairs are responsible for recruiting and training volunteers to oversee the sponsor hospitality valet shuttle. The committee chair and assistant committee chair will oversee the daily operations of the hospitality valet shuttle, which transports hospitality clients and their guests from the sponsor valet parking lot to the end of Corporate Row and 18 concessions. The hospitality valet shuttle only operates Thursday-Sunday. Volunteers on this committee must be at least 18 years old in order to operate a golf cart. This position works outside all day and the chairs must notify their volunteers to be prepared for all weather conditions.

MetroHartford Alliance Fan Zone

The MetroHartford Alliance Fan Zone chairs are responsible for recruiting and training volunteers to oversee the MetroHartford Alliance Fan Zone. Even though the Farmington Bank Kid Zone does not open until Tuesday and the MetroHartford Alliance Fan Zone does not open until Wednesday, the committee chair and





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assistant committee chair must be available the weekend prior to the tournament as well as Monday of tournament week to assist the tournament staff with the client load-in process. It is important that the chairs recruit volunteers who can assist with the client load-in process. Once the clients are all moved in, the chairs must staff the different areas of the MetroHartford Alliance Fan Zone. Volunteers are to be stationed in the Farmington Bank Kid's Zone as well as at the entrances and exits of the MetroHartford Alliance Fan Zone to guide the traffic flow. The volunteers on this committee are similar to the ambassador volunteers so they must have knowledge of the different tournament areas (history, venues, events, etc.) and the surrounding community.

Volunteer Villa

These chairs are responsible for recruiting and training volunteers to oversee the operation of the volunteer villa. Each morning, the committee chair and assistant committee chair will oversee that the volunteer villa and registration are all set up as well as greet thousands of volunteers arriving on course. The chairs and volunteers will answer any questions the other volunteers may have, distribute their food cards and direct them to their committee locations. The chairs will also oversee that the apparel, universal volunteer and event services volunteers are directed in the right location as well as make sure that the volunteer appreciation station is staffed. These chairs are expected to arrive on course early each morning and be involved in the day to day operations of the volunteer experience.



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