



With today's "new" normal, we can expect some changes at the AT&T Byron Nelson. Our top priority remains the health and safety of our community-at-large including the fans, players, sponsors, and our volunteers. An extensive set of COVID-19 health and safety measures developed in conjunction with CDC guidelines have been implemented to promote a safe environment and quality experience on the golf course as defined by the PGA TOUR. We will follow CDC guidelines and all state and local government mandates to further ensure our health and safety.

Note: PGA TOUR continues to adjust protocols related to health and safety on a consistent basis. Should this affect your committee assignment in any way, we will let you know quickly. Thank you for your flexibility, patience, and understanding.

MINIMUM REQUIREMENTS FOR A VOLUNTEER:

- All must be a Minimum of 18 years of age or older.
- Available to work at least three shifts between Wed. 5/12-Sunday 5/16.
- Typical shifts run from beginning of play until end of play each day.
- Flexible in volunteer assignment.
- Ambulatory to walk 18 holes or stand for long periods of time.

Registration is open to the public; you could be considered for any area that still has openings. Thank you for volunteering and ultimately helping Momentous Institute collaborate with children, families, and communities to build and repair social emotional health so all children can achieve their full potential.

POSSIBLE VOLUNTEER COMMITTEES

CART BARN

Assist in issuing, maintaining, and delivering golf carts.

CORPORATE VENUE ADMISSIONS

Greet patrons and verify credentials authorizing entry to corporate venue entrances. Shift times will vary.

DRIVING RANGE

Assist staff on the driving range by sorting golf balls, filling range buckets and marshaling the putting green.

FIRST AID

Assist with First Aid at the tournament. Must be certified and trained EMS.

AT&T BYRON NELSON 5K

The AT&T Byron Nelson 5K will be on Saturday, April 24, 2021.

Areas of assignments include – on-site registration, packet pick-up, parking, food & beverage, and racecourse management and will be assigned specific areas the morning of the race. You will receive a free volunteer tee shirt for this committee.

GATE AMBASSADORS

Welcome patrons at the main entrance and check for proper credentials for entry. This committee operates outdoors and is standing for all shifts. Shifts are 7:00 a.m. to 11:00 a.m.; 10:30 a.m. to 2:30 p.m.; 2:00 p.m. to 6:00 p.m.

MARSHALS

Assigned at various fairways, greenside and tee locations, volunteers provide crowd control, help keep distractions to a minimum, locate, and protect errant golf balls, and assist in spectator and player/caddie safety. Shift times will vary. All volunteers working this committee must attend the assigned training session on Saturday, May 8th.

MERCHANDISE

Assist customers and serve as cashiers or assistants in the tournament golf shops. Responsible for directing customers to merchandise, stocking, and working the registers. Retail experience is not required. A simple training will be given onsite.

PLAYER HOSPITALITY / HEALTH AND SAFETY

Help distribute fruit and snacks in player amenity tent on-course. This committee is also responsible for, but not limited to, inventory, distribution, and storage of PPE. Assist with education on proper use of PPE. Monitor for social distancing and use of masks and provide gentle reminders when required. This committee operates Monday – Sunday of tournament week. Shift times vary.

PLAYER TRANSPORTATION (MUST BE 25 OR OVER)

Drive courtesy cars to pick up golf professionals and their families at the airport, chauffeur them to various locations throughout the week and return them to the airport. Volunteers need to be knowledgeable of the Dallas-Fort Worth metroplex. Volunteers may be assigned shifts at the Craig Ranch Fitness Center, DFW Airport, or on-site at the golf course. All volunteers working in Player Transportation are required to pass a motor vehicle records check prior to the tournament. This committee operates Saturday, May 8th – Sunday, May 16th. ***Due to PGA TOUR COVID-19 guidelines, contact with golf professionals and their families may be limited.***

SHOTLINK LOCATION BASED OPERATORS

A location based ShotLink volunteer will be operating a fairway laser in the landing area (1 per area), fairway tablet in the landing area (1 per area), greenside tablet (2 at each green), rover (1 per hole), and spotters (2 in each landing area, tee shots). These important functions of the ShotLink scoring system enable real-time distance data and statistics to be immediately computed and distributed to scoreboards, TV broadcast, and Internet and mobile device applications.

The laser operator is responsible for using a laser rangefinder to track the landing position of shots on and around the fairway.

ShotLink Tablet Operator role is divided into 3 specific roles: Fairway Quick Tablet Operator; Greenside Quick Tablet Operator and Greenside Camera Tablet Operator. Each position is responsible for using a handheld tablet device to plot the ending positions of shots.

The Rover position is responsible for rotating through each of the ShotLink Volunteer positions on a specific golf hole to provide breaks, answer questions and help as needed. In some cases, the Rover may serve as a liaison between the ShotLink Truck and the ShotLink volunteers on the Rover's assigned hole.

The Spotter positions assist the fairway operators with locating ball positions and identifying situations where the player's shot may be obstructed. Spotters are expected to be mobile and walk as necessary to locate shots in their designated area.

ShotLink Volunteers should have a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Stand/sit at an assigned hole, rain, or shine, while wearing weather appropriate tournament attire. A mandatory PGA TOUR Instructor Led training session will be held Saturday, May 8th and is approximately two hours in length.

On Wednesday, May 12, there will be a hands-on training for fairway operators and the new ShotLink+ system. An operator must be CERTIFIED by the PGA TOUR before they will be allowed to use the system during the tournament. For time management purposes, please allow between one and three hours for this on the golf course training. Additionally, Parking and transit time will need to be considered for those on a time limited schedule

Everyone must complete all three (3) mandatory training sessions: online ShotLink+, PGA TOUR Instructor Led classroom and Wednesday, May 12, hands-on training before being certified by a PGA Tour instructor to use the new ShotLink+ system.

SHOTLINK WALKING SCORERS

The walking scorer is a prestigious and critical ShotLink volunteer position that requires mental and physical stamina, attention to detail, quick thinking, and a thorough understanding of the game of golf. The walking scorer accompanies a group of up to three (3) players to keep their scores, track specific official statistics, and record real-time data that triggers additional aspects of the ShotLink system. Walking scorers should have the physical ability to easily keep pace with their groups across all 18 holes without a break and in varying weather conditions. For reference, 18 holes will vary from five (5) to six (6) miles or roughly 10,000 steps. A walking scorer should be comfortable using a handheld digital device like a smart phone to record each shot, as well as a voice radio with a headset that allows for constant communication with the ShotLink staff. Walking scorer volunteers should be available to accompany a group during the Wednesday Pro-Am in addition to working their official tournament shifts. A lottery system is used to assign tee times on Saturday and Sunday. Knowledge about the game of golf *is required*. Shift times will vary. There is a four-day limit on the number of days a volunteer can score, and Wednesday must be one of those days. Walking Scorer volunteers are required to complete a 1-hour online training course, a 1-hour in-person training on Saturday, May 8th and should be available to work on Wednesday, May 12th.

**** Note - first year volunteers will be required to be a ShotLink Location Based Operator before being a ShotLink Walking Scorer their second year of volunteering****

STANDARD BEARERS

Walk and carry a scoring standard for 18 holes with the professional golfers and walking scorer volunteers and post the appropriate score on the standard. A lottery system is used to assign tee times on Saturday and Sunday. Knowledge about the game of golf is required. Shift times will vary. All Standard Bearers must be able to walk 18 holes in warm weather conditions. Volunteers must register to work Wednesday through Sunday (five days) to carry on Saturday and/or Sunday. Requirements are training session on Saturday, May 8th, and work Wednesday, May 12th.

STANDARD BEARERS' TENT

Assemble standards, insert names onto standards and assist standard bearers prior to their deployment on the course.

TALENT POOL

Fill open volunteer positions on existing committees or fill new requirements that develop during the tournament. This is a great way to experience multiple committees. Shift times will vary depending on placement. No one sits around; everyone will be assigned a position. This a good way for new volunteers to sample multiple committees.

UNIFORMS

Help at volunteer orientation on Saturday, May 8th, and the week of the tournament with the distributing and selling of volunteer uniforms. Tournament week is working indoors with air conditioning.

WILL CALL & TICKET INFORMATION

Check identification and assist patrons needing help with mobile tickets at the Will Call location at the main entrance, as well as ticket sales on site (if applicable).

