

Volunteer Fact Sheet

May 14-20, 2018



Benefits of Volunteering

Each volunteer will receive the following:

- One volunteer badge, which allows entry to the tournament Wednesday through Sunday and free parking at Paul Quinn College.
- Access to the Volunteer Center and Oasis Tents when in full uniform to take advantage of complimentary meals for volunteers who are working during breakfast or lunch hours. At one's own expense you may opt to bring your own lunch, eat at one of the many on-course concessions or eat before arriving for your shift.
- The Volunteer Center is for tournament volunteers **ONLY**. If you need to meet with family or friends, please arrange to meet them elsewhere on the grounds.
- Option to purchase additional tickets for admission Wednesday through Sunday of tournament week, for \$20 per ticket per day.
- Volunteer service recognition pins (awarded to volunteers in five year increments).

Parking

All working volunteers park at Paul Quinn College and ride the shuttle to the Trinity Forest Golf Course. Volunteers will receive free parking and priority boarding. The shuttles start at 5:00am. All volunteers will go through security before boarding the shuttle.

Roles and Responsibilities

- Be aware of your responsibility to represent the AT&T Byron Nelson in a professional and courteous manner.
- Smile and make visitors feel welcome and appreciated.
- Be familiar with the grounds in order to provide spectators with clear directions.
- Be alert for any spectator who appears lost or confused.
- Be helpful by asking how you can assist.
- Be attentive to your position on the grounds or at your designated location.
- Name tags are optional but are very good wear.
- Be respectful of players, sponsors, spectators, Club members (red pants) and fellow volunteers.
- Be flexible. If you are available to work additional shifts, please let your committee chairman know.
- Always carry a pairings sheet.
- Report in full uniform **ON TIME** and **READY TO WORK** your shift.

Alcohol Policy

The consumption of alcoholic beverages before or during volunteer shifts is not permitted.

Autograph Policy

Volunteers should not ask professional golfers for their autographs at any time, while in uniform.

Security

All volunteers will go through security before boarding the shuttle. See security measures for all PGA TOUR Events. **No backpacks allowed.**

Volunteer Uniforms

All volunteers are required to wear the approved uniform. All new volunteers will need to purchase a shirt. Additional shirts and accessories will also be available for purchase at Volunteer Orientation and during tournament week.

The 2018 AT&T Byron Nelson official volunteer uniform consists of the following:

Required Items:

- Men: navy blue pants or shorts (shorts must be to a knees length).
- Women: navy blue pants, shorts, or skorts (shorts must be to a knees length).
- White volunteer shirt with the tournament logo
- Solid white socks
- White athletic shoes or soft spike white golf shoes
- Black or navy blue belt
- Name tag (optional) and 2018 volunteer badge worn on the right chest

Optional Items:

- Hats should be navy blue with the AT&T Byron Nelson logo.
- Visors should be navy blue or white with the AT&T Byron Nelson logo.
- Jackets must be navy blue. No other corporate logos are permitted, only tournament logo.
- Wind vests must be navy blue. No other corporate logos are permitted.
- Volunteer service recognition pins are worn on the left collar of your shirt.

Remember, only the AT&T Byron Nelson logo should be worn during your volunteer shifts.

Volunteer Orientation / Uniform Distribution

Volunteer orientation is scheduled for **Saturday, May 12th** at the Volunteer Center. **Uniforms will be distributed at this time.** Orientation will be held from 11am-3pm. The address for the Volunteer Center is:

Trinity River Audubon Center
6500 Great Trinity Forest Way
Dallas, Texas 75217

If you are not able to attend orientation, you may pick up your uniform and volunteer credential from the Volunteer Center starting Friday, May 11 – Tuesday, May 15 from 9:00 a.m. until 5:00 p.m.

No uniforms will be mailed prior to the tournament

Cancellations

In the event you must cancel a shift prior to the Championship, please contact your committee chairman as soon as possible. Should you have an emergency on the day of your shift, call the Volunteer Center.

Weather Alerts

In the event of inclement weather before your shift time, check your email for notification, the tournament website or you can call (214) 492-0790 to check updated information and report times.