



Thank you for your interest in volunteering at the AT&T Byron Nelson! We look forward to once again having our volunteer family back together for the AT&T Byron Nelson in May. As we kickoff our third year at TPC Craig Ranch we will continue to keep the health and safety of our community, fans, players, sponsors, and volunteers as our top priority. We are working closely with CDC, local government and the PGA TOUR. Should any specific protocols be implemented that will affect your committee we will update you immediately. Thank you for your flexibility and continued understanding of this ever-changing environment.

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 Sat. 5/6-Sunday 5/14.
- 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.

CORPORATE WRISTBANDS

This committee will distribute and administer wristbands to corporate venue ticket holders at the two main entrances. Special detail to reviewing tickets is required.

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.



GATE ADMISSIONS

Welcome patrons at the two main entrances, scan tickets for entry. This committee operates outdoors but covered in a tent and is standing for majority of shifts. Shifts are 6:45 a.m. to noon; 11:30 a.m. to 5:00 p.m.

GALLERY MANAGEMENT AMBASSADORS (FORMERLY KNOWN AS MARSHALS)

Gallery Management Ambassadors are given a unique inside and outside the ropes tournament experience. They are responsible for managing gallery noise & traffic; ensuring the safety of our guests by reinforcing health & safety policies; leading by example; and providing a world class guest experience.

Gallery Management Ambassadors are assigned to the teeing area, fairway and green of a specific hole (1 – 18), or to high traffic areas such as practice locations, cross walks, and hospitality areas. Shift times will vary. All volunteers working this committee must attend the assigned training session on Saturday, May 6th.

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 TRANSPORTATION (MUST BE 25 OR OVER)

Assist with courtesy cars around the golf course and relocating cars to various airports in the area. All volunteers working in Player Transportation are required to pass a motor vehicle records check prior to the tournament. This committee operates Saturday, May 6th – Sunday, May 14th. ***Due to PGA TOUR COVID-19 guidelines, contact with golf professionals and their families may be limited.***

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 6th, and the week of the tournament with the distributing and selling of volunteer uniforms. Tournament week is working indoors with air conditioning.



TICKET INFORMATION CENTER

Assist patrons needing help with mobile tickets at locations at the main entrances, as well as ticket sales on site (if applicable).

COMPETITION SUPPORT COMMITTEES

SHOTLINK LOCATION BASED OPERATORS

The Laser Operator role is responsible for using a laser rangefinder to track the landing position of shots on and around the fairway. This important function of the ShotLink scoring system enables real-time distance data and statistics to be delivered to scoreboards, TV broadcast, internet, and mobile device applications.

Requirements:

- A Laser Operator should have a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail.
- Laser operators are stationed on a fairway and should be physically able to stand at their laser position for the duration of their shift in potentially varied weather conditions.
- They should be comfortable with technology and focused on capturing data in a timely but accurate manner.
- Laser Operators must complete approximately one hour of online training, an in-person training session on Saturday, May 6, on-course training on Tuesday or Wednesday of tournament week and should be available to work a shift for at least two tournament days.

SHOTLINK TABLET OPERATORS

The 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 position of shots. This important function of the ShotLink scoring system enables real-time distance data and statistics to be delivered to scoreboards, TV broadcast, internet, and mobile device applications.



Requirements:

- A Tablet Operator should have a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail.
- They are expected to be mobile and walk around the green as necessary to gain accurate insight into ball location.
- They should be physically fit and capable of standing/walking for the duration of their shift in a variety of weather conditions.
- Tablet Operators must complete a one-hour online training course and an additional one-hour in-person training session on Saturday, May 6. Trainings are required.
- They are encouraged to attend on-course training on Tuesday or Wednesday of tournament week and should be available to work for at least two tournament days.

SHOTLINK ROVERS

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

Requirements:

- A Rover should be an experienced volunteer that has completed the training for each type of Competition Support position, as well as training specific to the Rover position.
- Rovers will attend and/or assist with the on-course training provided to Laser Operators, Tablet Operators and Spotter volunteers on Tuesday or Wednesday of tournament week and should be available to work for at least two tournament days.

SHOTLINK SPOTTERS

Ball Spotters:

Ball Spotters assist the Fairway Location Based Operators and/or Greenside Tablet Operators with locating ball positions and identifying situations where players' shots may be obstructed.

Tee Spotters:



Tee Spotters assist the Fairway Location Based Operators with directional knowledge of a player's ball flight from behind the teeing area.

Requirements:

- These positions require a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail.
- Spotters are expected to be mobile and walk as necessary to locate shots in their designated area (normally one side of a golf hole).
- They should be physically fit and capable of standing/walking for the duration of their shift in a variety of weather conditions.

Spotters may choose to complete a short online training course, a mandatory on-course training on Tuesday or Wednesday of tournament week and should be available to work for at least two tournament days.

SHOTLINK WALKING SCORERS

The Walking Scorer role is a prestigious and critical volunteer position that requires mental and physical stamina, attention to detail, and a thorough understanding of the game of golf. The Walking Scorer accompanies a group of up to three players in order to keep their score, track specific statistics, and capture real-time data that informs all aspects of the ShotLink system.

Requirements:

- Walking Scorers must have the physical ability to easily keep pace with their group across all 18 holes without a break and in varying weather conditions. For reference 18 holes will vary from 5-6 miles or roughly 10,000 steps.
- They should be comfortable using a handheld digital device to record each shot, as well as the voice radio with a headset that allows for constant communication with the ShotLink staff.
- Walking Scorers must complete a 1- hour online training course, a 1-hour in-person training that occurs on Saturday, May 6 and should be available for the Wednesday pro-am, May 10, and at least two additional tournament days. 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.

**** 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 6th, and work Wednesday, May 10th.

STANDARD BEARERS' TENT

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