

# Toshiba Classic Volunteer Handbook

March 12-18, 2012



**TOSHIBA**





**TOSHIBA**



September 2012

Dear Toshiba Classic Volunteer,

Welcome to the 2012 Toshiba Classic! This coming March, over 1,000 volunteers just like you will join together at The Newport Beach Country Club to help coordinate one of the greatest events in Orange County. Your hard work and dedication are what makes this event one of the most successful on the Champions Tour.

We would like to thank each of you for joining the hundreds of fellow volunteers and Hoag in working at this year's event. You are part of a team that has generated over \$14 million for charity over the past 14 years. Proceeds from the 2012 tournament will once again benefit the Mary & Dick Allen Diabetes Center at Hoag.

We hope you enjoy the many activities and events throughout tournament week. Please make sure to read this Handbook carefully as it has information regarding your credentials, uniform package and various events throughout the week. **We ask that after reading, you please fill out and bring the acknowledgment form with you to Uniform Distribution to ensure completion of your registration.**

As a token of our appreciation, we would like to invite you to join us and your fellow volunteers at the "Volunteer Appreciation Party" at the First Tee Garden Tent at 5:00pm on Sunday, March 18th. Additional information can be found in this handbook.

Again, we are grateful for the time and work that you dedicate to this tournament and wish you all a great week!

Enjoy!

Ira Garbutt  
Tournament Chairman

Brian Horn  
Volunteer Chairman

# VOLUNTEER STAFF

**Volunteer Office**  
**714/352-6309**  
**Volunteers@ToshibaClassic.com**

Ira Garbut  
Tournament Chairman

Brian Horn  
Volunteer Chairman

Our Volunteer Committee, under the direction of Chairman Brian Horn, is comprised of over 35 dedicated Volunteer Coordinators and Chairs who work throughout the year to make the Toshiba Classic a success.

## 2012 Toshiba Classic Volunteer Committee

**Cal & Sue Rietzel**  
**Volunteer Management**  
**Committee Coordinators**

**Dick Yuhnke**  
**On Course Committee Coordinator**

**Karol- Jeanne Merikle**  
**Lyn Lacanienta**  
**Finance & Admissions Committee Coordinators**

**Becky Dahl**  
**Bill Dahl**  
**Professional Services Committee Coordinators**

**Steve Adams**  
Facilities Chair

**Nancy Grant**  
**Linda Westberg**  
Transportation Co-Chair

**Kathy McKenney**  
Pro-Am Gifts/  
Corp Merchandise Chair

**Jackie Bouchey**  
Sponsor Services Chair

**Jan Grumman**  
Volunteer Hospitality Chair

**Bill McKenney**  
Ecology Chair

**Bruce Brandenburg**  
Handicap Verification Chair

**Carolyn Herzog**  
**Patrick Devaney**  
Course Services Co-Chair

**Fritz Reynolds**  
Info Booth Chair

**Paul Bricker**  
Walking Scorers Chair

**Kayleigh Horn**  
Expo Experience Chair

**Rip Ribble**  
**Cal Rietzel**  
TV Spotters Co-Chairs

**Bob Callahan**  
Starters Chair

**Dwight Howard**  
Radio Chair

**Jake Rohrer**  
Scholarship Chair

**Dick Clark**  
**Jason Mericle**  
Marshalls Co-Chairs

**Bob Kendall**  
Course Repair Chair

**Connie Smith**  
Fan Feature Chair

**Jim Digrado**  
First Aid Chair

**Geri Lee**  
Uniforms Chair

**Sheila Thomsen**  
Will Call Chair

**Doug Smith**  
**Cabell Cobbs**  
Pro-Am Co-Chair

**Mel Lee**  
Standard Bearer Chair

**Joe Zorola**  
Caddie Chair

**Marr Leisure**  
Jr. Programs Chair

# SCHEDULE OF EVENTS

*(all events take place at The Newport Beach Country Club unless otherwise noted)*

## **MONDAY, MARCH 12, 2012**

8:00 a.m. Gates Open  
Bag Drop and Registration Opens  
12:00 p.m. Monday Pro-Am Shotgun Start

## **TUESDAY, MARCH 13, 2012**

7:00 a.m. Breakfast with a Champion presented by The Allergan Foundation  
(Location TBD)

## **WEDNESDAY, MARCH 14, 2012**

6:00 a.m. Bag Drop and Registration Opens  
6:00 a.m. Gates Open  
7:30 a.m. Morning Shotgun for Classic Pro-Am  
1:00 p.m. Afternoon Shotgun for Classic Pro-Am

## **THURSDAY, MARCH 15, 2012**

6:00 a.m. Bag Drop and Registration Opens  
6:00 a.m. Gates Open  
7:30 a.m. Morning Shotgun for Classic Pro-Am  
1:00 p.m. Afternoon Shotgun for Classic Pro-Am

## **FRIDAY, MARCH 16, 2012**

8:00 a.m. Gates Open  
10:15 a.m. (approx.) Toshiba Classic Round 1

## **SATURDAY, MARCH 17, 2012**

8:00 a.m. Gates Open  
10:15 a.m. (approx.) Toshiba Classic Round 2

## **SUNDAY, MARCH 18, 2012**

8:00 a.m. Gates Open  
10:15 a.m. (approx.) Toshiba Classic Round 3  
4:45 p.m. (approx.) Awards Ceremony on the 18<sup>th</sup> Green  
5:00 p.m. (approx.) Volunteer Appreciation Party (Garden Tent)

## **MONDAY, MARCH 19, 2012**

6:30 a.m. Bag Drop and Registration Opens  
8:00 A.M. Championship Challenge Morning Shot-gun  
1:15 p.m. Championship Challenge Afternoon Shot-gun

# TOSHIBA CLASSIC FACTS & FIGURES

<b>DATES:</b>	March 12-18, 2012
<b>PLAYERS:</b>	Field of 80 PGA Champions Tour professionals led by defending champion Nick Price.
<b>FORMAT:</b>	Three rounds (54 holes), stroke play with no cut
<b>SITE:</b>	Newport Beach Country Club (since 1996) 1600 East Coast Highway Newport Beach, CA 92660 Par: 35-36– 71; 6,591 yards
<b>TICKETS:</b>	Good Any One Day General Admission—\$20 in advance, \$25 at the gate Weeklong Patron Badge, access to the grounds Monday through Sunday (Clubhouse Friday-Sunday)—\$100 Daily Ticket, good one day (Friday– Sunday) with access to the Clubhouse—\$40
<b>TELEVISION COVERAGE:</b>	GOLF CHANNEL (times are TBD) Friday, March 16 Saturday, March 17 Sunday, March 18

## **PAST CHAMPIONS:**

2011—Nick Price (196— opened with a course record tying 60; finished with a chip in eagle on the par 5 18th to become the fourth wire-to-wire champion.)  
2010— Fred Couples (195— final round 6-under par 65 gave him a 4-shot victory in his Toshiba Classic debut)  
2009— Eduardo Romero (202—wins 100th pro tournament and fourth Champions Tour event in last 10 starts)  
2008— Bernhard Langer (199—outlasts 2007 champ Jay Haas in epic, 7-hole playoff to win his Toshiba Classic debut)  
2007— Jay Haas (194 – sets new tournament scoring record while making just one bogey)  
2006— Brad Bryant (204 – parlays final-round, 5-under-par 66 into first Champions Tour title)  
2005— Mark Johnson (200 – clinches first career title by holing wedge for eagle on final hole)  
2004— Tom Purtzer (198 – opens with course-record 60, finishes with 67 and one-shot victory)  
2003— Rodger Davis (197 – best putter on tour goes out 65-64, wins first title by a veritable "blowout," four shots)  
2002— Hale Irwin (196 – left no doubt with record performance; five-shot victory margin larger than the past six winners combined)  
2001— Jose Maria Canizares (202—won 9-hole playoff against Gil Morgan)  
2000— Allen Doyle (136—won rain-shortened, two-round event)  
1999— Gary McCord (204—won 5-hole playoff against John Jacobs, Al Geiberger and Allen Doyle. Geiberger and Doyle were eliminated after the first hole)  
1998— Hale Irwin (200 -- uses final-round 62 to vault 11 players and claim one-shot victory)  
1997— Bob Murphy (207—won 9-hole playoff against Jay Sigel)  
1996— Jim Colbert (201 -- first winner to go wire-to-wire)  
1995— George Archer (199—at Mesa Verde Country Club)

***CURRENT PLAYER FIELD AND OTHER TOURNAMENT INFORMATION CAN BE FOUND AT  
WWW.TOSHIBACLASSIC.COM.***

## **CHARITY:**

The tournament is operated by Hoag Hospital Foundation, and as such, the profits from the Toshiba Classic benefit Hoag's Centers of Excellence. Since 2011, the tournament has directly benefited the Mary & Dick Allen Diabetes Center. The tournament generates over \$1,000,000 for charity annually, and our thirteen year total exceeds 14 million. In addition to Hoag, tournament proceeds have also been contributed to more than 45 other charities throughout Orange County.

# VOLUNTEER POLICIES

## APPLICATION—PRE TOURNAMENT OPERATIONS

The 2012 Toshiba Classic Volunteer Application is online at [www.ToshibaClassic.com](http://www.ToshibaClassic.com). The site is hosted via Hoag, and is a secure site.

Within three weeks of completing your application, you will receive an email containing your committee assignment, committee chairperson's contact information and the 2012 Volunteer Handbook (also available online). In the coming months, you will also receive tournament news and updates via the online e-newsletter, *Classic Chatter*. Please make sure the Volunteer Office has a current email on file to ensure delivery.

If you have any questions or need specific information you are not able to find on the website or in this handbook, please call the Volunteer Office at (714) 352-6309 or email [Volunteers@toshibaclassic.com](mailto:Volunteers@toshibaclassic.com).

## VOLUNTEER UNIFORMS

There will be a new uniform for 2012. All working volunteers will wear the red Cutter & Buck shirt and jacket, complimented by black pants. Walking length shorts are permitted for females ONLY. Shorts of any kind are NOT permitted to be worn by male volunteers. NO CARGO PANTS ARE ALLOWED.

You must wear your full uniform at all times while you are working. Uniforms from previous years MAY NOT be worn in any combination with your 2012 uniform. Your chair has the right to request you leave if you are not in the proper uniform.

No golf spikes/cleats are permitted to be worn under any circumstances. Newport Beach Country Club is a spikeless golf course. In addition, because there are electrical wires and television cabling around the entire golf course, golf cleats may be hazardous.

Committee chairs and coordinators will be in a different uniform to help with identification purposes. If you have questions or need assistance throughout the tournament, please do not hesitate to approach any of our committee chairs as they can assist you in any way.

## VOLUNTEER UNIFORM DISTRIBUTION

All volunteers must pick up their uniforms and credentials at The Newport Beach Country Club on one of the following days and times:

- Saturday, March 3, 10 a.m.—4 p.m.
- Sunday, March 4, 10 a.m.—4 p.m.
- Saturday, March 10, 12—6 p.m.
- Sunday, March 11, 12—4 p.m.

At Uniform Distribution, you will receive your 2012 Volunteer Package. The package will include your 2012 uniform, parking pass, credential, and two additional one-day tickets for guests. You will receive your daily meal vouchers when you check-in on site each day of work throughout tournament week.

## CREDENTIALS

Each volunteer will receive one Volunteer Badge, which is good for access to the grounds all week long, even on days when you are not working.

When working, you are required to wear your full uniform and badge. Our security system is based on entrance points. Your Volunteer Badge will provide you access to restricted areas necessary for working volunteers via the access codes. Simply wearing your badge will **NOT**, however, grant you access to Volunteer Village. **You must be in full uniform and wearing your badge to be permitted into Volunteer Village.**

For those volunteers that work in specialty areas, your Chairs will provide you with additional credentials upon your first day of work.

As part of your Volunteer Package, you will also receive two guest tickets. These tickets are good for admission to the tournament grounds ONLY on any one day of choice.

# VOLUNTEER POLICIES, CONT.

## VOLUNTEER PARKING & SHUTTLES

All Volunteers will park in the V Lot which is located at the Newport Dunes Waterfront Resort & Marina. You will enter from the Bay-side entrance, off Pacific Coast Highway at Bayside Drive. A map can be found online at [www.ToshibaClassic.com/Volunteers](http://www.ToshibaClassic.com/Volunteers) as well as on the back of the parking pass distributed during Uniform Distribution as part of your Volunteer Package.

Please remember to display your V Lot parking pass on your rear view mirror at all times. The entrance to the lot is guarded and you will NOT be permitted access into the lot without your parking pass. (**Telling the guard you are a volunteer and/or showing your volunteer badge will NOT work!**)

In addition to volunteers, caddies and Newport Beach Country Club staff will also park in the V Lot. Shuttle loading will be on a first come, first serve basis. Shuttle busses will run on a continuous loop from the V Lot to the Newport Beach County Club and the main entrance of the Toshiba Classic. If you arrive and do not see a shuttle bus or it is full, we ask that you are patient and wait for the bus to return. Please allow enough time to catch and ride the shuttle to the tournament before your shift begins.

**You MUST be in FULL UNIFORM and WEARING YOUR BADGE in order to ride the V Lot Shuttle.** If you are not working, you may still park in the V-Lot, but we ask that you walk to the main entrance of the Dunes and use the D-Lot public shuttle to the tournament. Due to the high volume of working volunteers and staff on Saturday and Sunday, we do encourage any non-working volunteers to use the FREE public parking in Lot E. This will help to ensure your fellow volunteers that there is ample parking available for their shifts.

### V Lot Shuttle Times:

- Monday 6:30 a.m.—6:45 p.m.
- Tuesday 6:30 a.m.—6:45 p.m.
- Wednesday 5:15 a.m.—8:30 p.m.
- Thursday 5:15 a.m.—10:30 p.m.
- Friday 7:00 a.m.—8:30 p.m.
- Saturday 7:00 a.m.—8:30 p.m.
- Sunday 7:00 a.m.—9:30 p.m.

## ON-SITE CHECK-IN & REGISTRATION

Please be sure to register for your shift every day at your respective check-in area. (See check-in areas below). It is important that your respective committee chairperson know that each and every volunteer has arrived to ensure the operation of the tournament can run smoothly. Conversely, if an emergency occurs and you will be arriving late or must cancel your shift, please be sure to CALL your respective chairperson to alert him/her of your problem. Email is extremely limited on-site so we ask that you call Volunteer Headquarters at 714/352-6309 or your Chairperson. A list of all on-site telephone numbers can be found later in this handbook.

### Check-in Locations

The following committees will have tents or tables inside Volunteer Village. Each will be identified with signage.

- Marshals
- Standard Bearers
- Expo Experience

The following committees will report directly to their individual committee trailers located in the O Lot. (NBCC Parking Lot— North Side):

- Transportation
- Course Services
- Scoring (Leaderboards & Walking Scorers)

The following committees may report directly to their work locations:

- Admissions/Ticket Sales
- Information Booth
- Will Call

Any committees not individually listed above will register at the Volunteer Headquarters trailer. Your respective committee chairperson will be in contact with the coordinator at the trailer for direction.

# VOLUNTEER POLICIES, CONT.

## VOLUNTEER VILLAGE

Volunteer Village is a place just for working volunteers. It is located adjacent to the First Tee. After the V-Lot shuttle drops you off at the Main Gate, proceed through the Expo hall and exit to the right. Volunteer Village is located above the secondary putting green.

**In order to enter Volunteer Village, you MUST be wearing your FULL UNIFORM AND BADGE. NO EXCEPTIONS.**

## VOLUNTEER HOSPITALITY

We appreciate your contribution of time to the Toshiba Classic and Hoag. As part of your Volunteer package, you have access to special "VOLUNTEER ONLY" hospitality when working.

Located inside Volunteer Village, the Volunteer Hospitality tent will provide food & beverage service throughout tournament week for all working volunteers. You must have a working assignment (on any given day) to receive these benefits.

Over the past few years, we have seen meals and items donated from Newport Rib Company, Chronic Taco, 3-Thirty-3, Trader Joe's, Sabatino's, Hi-Time Cellars and others to our volunteers. We encourage you to thank these companies throughout the year to ensure they continue their support. Stay tuned to your *Classic Chatter* for announcements of this year's hospitality options.

In addition, each working volunteer will receive meal vouchers at registration. See MEAL VOUCHERS for additional information.

You may bring your own water bottle and snacks to the event. It is your responsibility to keep hydrated and nourished while at the Toshiba Classic.

## PERSONAL ITEMS & STORAGE

There is NO location for storage of personal items at the tournament. We recommend anything of value be left at home. You may wear a small backpack to hold your belongings and snacks/water bottle throughout the day. Please do not leave items in Volunteer Village unattended. Any items left unattended in Volunteer Village will be delivered to Lost & Found at the Information Booth. (See Lost & Found)

## MEAL VOUCHERS

At registration each day you work, you will receive \$11 in concession vouchers (in dollar increments). These vouchers can be used at all concession stands throughout the course. You may use these vouchers at your discretion, but once they are gone, all food and water purchases are your financial responsibility. There will be no refund or additional vouchers given for lost, stolen, forgotten or unused vouchers. Also, due to accounting difficulties, change will not be given on any unused portion of a voucher.

Concession vouchers are **NOT** valid in the Clubhouse or for the purchase of alcoholic beverages. Please see the Alcohol Policy for further information.

## ALCOHOL POLICY

For the safety of the players and spectators, volunteers are NOT permitted to consume alcoholic beverages prior to or during their work shifts. NO alcoholic beverages are permitted to be taken from the tournament grounds into Volunteer Village at any time. Meal Vouchers may NOT be used towards the purchase of alcoholic beverages.

**ANY VOLUNTEER IN UNIFORM OBSERVED CONSUMING ALCOHOLIC BEVERAGES WILL BE ASKED TO LEAVE THE TOURNAMENT GROUNDS AND WILL FORFEIT THEIR BADGE FOR THE REMAINDER OF THE WEEK.**

If not working, you may change out of your uniform and enjoy the tournament to its fullest.

## VOLUNTEER APPRECIATION PARTY

The annual Volunteer Appreciation Party will take place Sunday, March 18 at 5:00 p.m. in the Garden Tent, located adjacent to the 9th green. **All volunteers are invited, but you MUST be in full uniform and wearing your badge to be granted entrance into the tent. NO EXCEPTIONS.**

The Volunteer of the Year is also announced at the annual party.

Please note, the party is for volunteers only— no family or friends are permitted to attend.

# VOLUNTEER POLICIES, CONT.

## EMERGENCY SERVICES/ FIRST AID

Emergency Services/ First Aid is located between holes 10 and 18. If you have a medical emergency while at the tournament, or if you observe a patron having one, please go to or direct the person to the Emergency Services Tent where first aid will be available, if necessary. You can also access First Aid via the radio. Please check with your chair for the correct radio channel during tournament.

First Aid will open from 9 a.m. to 6 p.m. daily during tournament week.

## LOST & FOUND

Lost & Found is located at the Information Booth at the Main Entrance to the tournament. Please direct all patrons to the Info Booth for questions. The information booth will open the following hours:

- Monday & Tuesday: 7:45 a.m. to 5:00 p.m.
- Wednesday & Thursday: 6:00 a.m. to 5:30 p.m.
- Friday & Saturday: 8:00 a.m. to 5:30 p.m.
- Sunday: 8:00 a.m. to 4:45 p.m.

## GOLF CART & RADIO POLICY

With over 85,000 spectators visiting Newport Beach Country Club over a short period of time, the tournament grounds will become very crowded. Any volunteer using a cart or radio must use caution so as to not interfere with play in any manner.

For those volunteers driving golf carts, always operate with extreme CAUTION. This is especially true around the clubhouse and 18th green area where it can become congested throughout the day. Pay very close attention to the course marshals and players around you while driving. We ask that you stay deep in roughs or on fairways. DO NOT drive while "hugging" the fairway ropes! Avoid using routes congested with spectators (behind the 18th green multi-box) or adjacent to golfers.

All volunteers using radios must check their radio out each day from Radio/ Communications Control located inside Volunteer Village. Remember to respect players and be aware of your radio volume when on the course.

## CAMERAS

Cameras are ONLY allowed on-site for unofficial rounds Monday, March 12th through Thursday, March 18th. **No cameras will be allowed Friday through Sunday of tournament.** All bags entering the grounds are subject to inspection.

## CELL PHONES

Cell phones are permitted on the grounds, but may NOT be used during professional play. We ask that you place your phone on silent throughout your shift.

## PUBLIC PARKING

Lot D & E are available for public parking.

Lot D is located at the Newport Dunes Waterfront Resort & Marina off Back Bay Drive (via Jamboree Road). Cost is \$10 per vehicle. Lot E is located at the Pacific Life Building in Fashion Island. Parking is available for **FREE** in Lot E on Saturday & Sunday **ONLY**.

Both lots have FREE shuttles that will bring patrons to the Main Gate. Shuttles run on a continuous loop so if you arrive and a shuttle is not there, please wait a few minutes and one will arrive.

**Please note that Lots A, B & T are CREDENTIAL USE ONLY.** You must have a parking pass in order to gain entry to any of these lots. Please do not park in any of the residential areas near the course.

## RESTROOMS

Restrooms are available throughout the course. For Volunteers, a few specially marked restrooms are found inside Volunteer Village. Volunteers are NOT permitted to use the restrooms inside the Clubhouse or Locker Rooms at any time. While the restrooms are serviced regularly, we ask that you keep them clean for your fellow volunteers and patrons.

# TOURNAMENT OFFICE CONTACTS

## IN CASE OF EMERGENCY

To reach a volunteer of the Toshiba Classic, please call the Volunteer Headquarters at (714) 352-6309. For up to date tournament information, please visit [www.ToshibaClassic.com](http://www.ToshibaClassic.com).

## TOURNAMENT MAIN OFFICE

**P: 949/660-1001**

**F: 714/352-6300**

Jeff Purser

**TOURNAMENT EXECUTIVE DIRECTOR**

Lisa Mello

**ADMINISTRATIVE MANAGER/  
SPONSOR & PLAYER SERVICES MANAGER**

Rich Thomas

**OPERATIONS DIRECTOR**

Jessica Roswell

**COMMUNICATIONS & PROMOTIONS MANAGER**

Gordon Hanscom

**SPONSORSHIP SALES DIRECTOR**

Kip McBride

**OPERATIONS STAFF**

Mike McGovern

**OPERATIONS STAFF**

Ted Hines

**OPERATIONS STAFF**

## OTHER IMPORTANT VOLUNTEER NUMBERS

**(These numbers will be active from 5 a.m. on Monday, March 12 through 8 p.m. on Sunday, March 18.)**

### VOLUNTEER HEADQUARTERS

714/352-6309

### MARSHALL ON-SITE REGISTRATION

949/706-5147

### WALKING SCORERS ON-SITE REGISTRATION

949/706-5135

### LEADERBOARD ON-SITE REGISTRATION

949/706-5136

### STANDARD BEARERS ON-SITE REGISTRATION

949/706-5148

### ADMISSIONS & FINANCE

949/719-6650

### INFORMATION BOOTH

949/706-5163

### COURSE SERVICES

949/706-5131

### TRANSPORTATION

949/706-5180

# FREQUENTLY ASKED QUESTIONS

## ***Why is there a fee to volunteer?***

In order for the tournament charity, Hoag, to benefit as much as possible, we ask that each Volunteer pay a contribution. This fee helps offset some of the costs associated with the volunteer package.

## ***Who benefits from the tournament?***

For the past 14 years, the primary beneficiary of the Toshiba Classic has been Hoag Memorial Hospital Presbyterian and the Hoag Centers of Excellence. Beginning in 2011, the tournament has directly benefited the Mary & Dick Allen Diabetes Center at Hoag. We are pleased to be one of the leading charitable event on the Champions Tour having generated over \$14 million in our 14 year history. In addition, the Toshiba Classic donates annually to over 45 community charities throughout Orange County and facilitates the Toshiba Classic Scholarship Fund providing two \$10,000 scholarships to two deserving Orange County high school students.

## ***Can I volunteer and work with my friend?***

You may request to be on the same committee and work with your friend, but we cannot guarantee it. If you are assigned to the same committee, please notify your chair of your request for similar work schedules, and they will do their best to accommodate your request. Again, we will do our best to accommodate your request, but cannot guarantee that the request can be met.

## ***Can I volunteer for more than one committee?***

Yes, we appreciate volunteers that are able to give additional time. Once you have registered for one committee, you may contact the Volunteer Headquarters and let them know you are interested in volunteering in other areas. Your name will be added to the Tournament Runners committee and additional shifts may be added to your schedule. We do appreciate the additional support as there are committees that are short handed at times and additional volunteers are needed.

## ***What happens after I submit my application?***

Within three weeks of registering to be a Toshiba Classic volunteer, you will receive confirmation via e-mail that includes your committee assignment, Volunteer Handbook, and your chairperson's contact information. Please know that all primary communication is done via email. Please ensure that you have a working email registered with the Volunteer Office.

You are responsible for reading the Volunteer Handbook and returning the acknowledgment form to your chair prior to Uniform Distribution. If this is not done, you will not be able to pick up your Volunteer Package/Uniform.

## ***What is in my volunteer package?***

The volunteer package includes your uniform, parking pass, Volunteer badge, souvenir volunteer pin and two good-anyone-day admission tickets. You will receive meal vouchers when you check in daily for your shift.

## ***Why can't I wear a jacket from a past tournament?***

In order to create a consistent and professional look, we ask the volunteers ONLY wear the current uniform. This is the red Cutter & Buck shirt, jacket and hat. It is also important that you can be identified by players, spectators and others while on the course. If you are wearing incorrect pieces, your chair has the right to ask you to leave. See Volunteer Uniform for additional information.

If there is inclement weather, your chair will contact you regarding procedure.

## ***Can someone pick up my volunteer package/uniform for me?***

Yes, but the person must have a copy of your State Photo ID (driver license or ID Card) accompanied with a letter from you giving them permission to pick up your uniform. NO EXCEPTIONS.

## ***Do I have to attend the volunteer training sessions since I am returning volunteer?***

Yes. We ask that all volunteers, no matter how many years you have been with us, attend the volunteer training. Every year there are new procedures that are shared and discussed during this time, as well as announcements given.

# FREQUENTLY ASKED QUESTIONS

## ***Can I get extra one-day admission tickets?***

Volunteers have the opportunity to “earn” an extra one-day admission ticket by registering online before October 9. After that, you are able to purchase additional tickets at the advance ticket price of \$20.

## ***What time do I have to be at the golf course?***

Your committee chair will let you know what the starting time of your shift is. We ask that you arrive at the course one hour in advance to allow for parking congestion and shuttle times.

## ***How long is the volunteer shift?***

Shift times vary depending on which committee you are on. Your chair will have additional information.

## ***Do I have to drive my own car to be on the transportation committee?***

No, official tournament vehicles will be provided. BUT, you must have a valid drivers license and insurance in order to be on the transportation committee.

## ***I can't come for my scheduled shift, who do I call?***

If an emergency arises and you are unable to work your scheduled shift, please call the Volunteer Headquarters at 714/352-6309 as soon as possible so a message can be delivered to your chair. Due to limited email access on-site, we ask that you call the office to ensure the message is received.

## ***Where do I go once I arrive at the tournament?***

Once you arrive at the main gate, please proceed to your committee registration location as defined in this handbook. If you are unsure of where to go, please go to the Volunteer Headquarters trailer inside Volunteer Village. See Volunteer On-site Registration for additional information.

## ***Is food provided during my shift?***

Each day you work, you will receive \$11 in meal vouchers that can be used at concession stands throughout the course. These vouchers are NOT valid in the Clubhouse and CANNOT be used to purchase alcohol. NO EXCEPTIONS. See the Meal Vouchers for additional information.

## ***I worked in the morning and now want to watch the golf with my friends, can I drink in my uniform?***

One of the benefits of being a Toshiba Classic Volunteer is the opportunity to enjoy the tournament all week long. If you would like to enjoy the tournament, and/or an alcoholic beverage, we do ask that you change out of your uniform prior to doing so. If you are caught drinking alcohol in your volunteer uniform, you will be asked to leave the grounds and forfeit your badge for the remainder of the week. See the Alcohol Policy for additional information.

## ***How is Volunteer of the Year chosen?***

Every year, a Volunteer of the Year is chosen by the Volunteer Committee. This person is selected for going above and beyond the average job of a volunteer and making an impact on the tournament. The winner is announced at the Volunteer Appreciation Party. We encourage all of our volunteers to strive for this achievement.

## ***If I am not working Sunday, do I have to wear my uniform to get into the Volunteer Appreciation Party?***

Yes. All volunteers attending the party MUST be in full uniform and have their badge. NO EXCEPTIONS. See Volunteer Appreciate Party for more information.



**TOSHIBA**



**ACKNOWLEDGEMENT FORM**

**After reading the 2012 Volunteer Handbook, please read and sign this form. Once signed, please bring the form with you to Uniform Distribution. This must be completed in order for you to receive your volunteer package and work at the tournament.**

**Thank you.**

I hereby acknowledge that I have read and understand all of the policies found within the 2012 Toshiba Classic Volunteer Handbook. I also hereby acknowledge that if I am observed violating any of these policies, I may be asked to leave the tournament grounds and forfeit my badge for the remainder of the tournament.

This handbook can also be found online at [www.ToshibaClassic.com](http://www.ToshibaClassic.com).

NAME (print):

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Name (signed):

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Date:

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Committee:

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*\*If policy changes occur, you will be notified via the Toshiba Classic e-newsletter Classic Chatter. It is your responsibility to make sure that you have a valid email on file with the Volunteer Office.*