

# Admissions & Will Call Volunteer Training



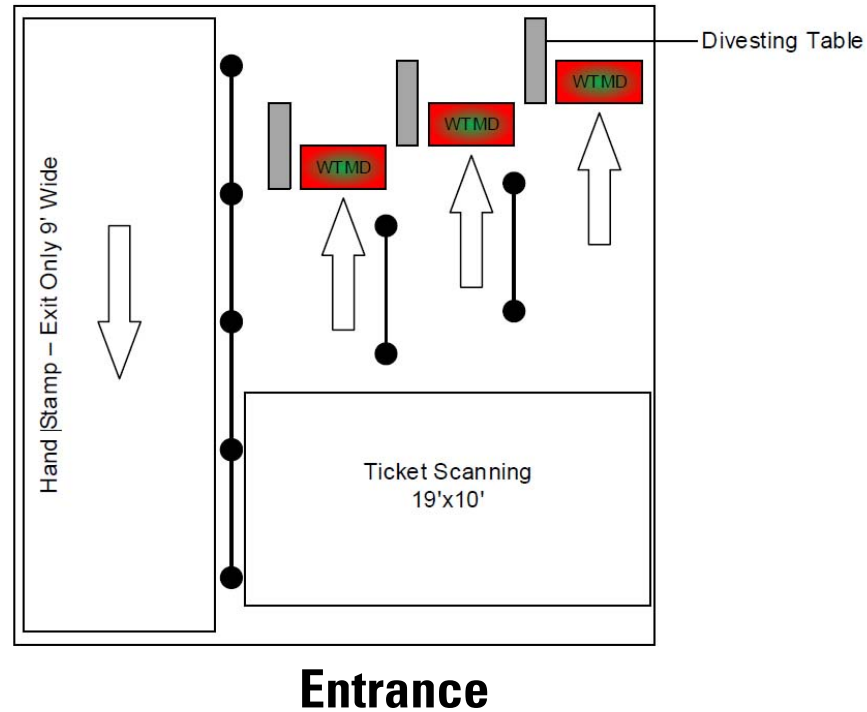
**Dominion Energy**<sup>®</sup>  
Charity Classic



CHAMPIONS

- Greet spectators at main entrance
- Scan tickets using Ticketmaster equipment
  - Scan Point #1
    - Location: Admissions Tent
    - General Parking, Lot 1 Parking & Walk-Up
  - Scan Point #2
    - Location: Cart Path adjacent to Admissions Tent
    - Uber and ADA guests
- Distribute Daily Pairings Guides
- Provide tournament information and direction to spectators entering and exiting the tournament

## NEW ADMISSIONS TENT LAYOUT



## Boca Ticket (Paper)

- Grounds
  - Good Any Day
  - Daily
- Clubhouse
- Hospitality
  - Capital Chalet
  - James River Skybox
  - Tuckahoe Club
  - River City Box Seats
- Military
- Media
- Catering
- Vendor



## Credentials (Plastic)

- TV
- Catering
- Vendor
- Volunteer
- Agronomy
- Clubhouse Staff
- Pro-Am Participant
- Pro-Am Guest
- Honorary Observer
- Host Badge (Hospitality)
- Special Access Credential



**Credential**



**Special Access Credential**

## Tickets

- Tournament tickets will be available for purchase at the gate
- Admissions/Will Call volunteers will assist with the sale of tickets at the gate

## Programs

- 2018 Tournament Programs will also be available for sale
- Admissions/Will Call volunteers track the inventory of programs and notify tournament staff when they need to be re-stocked

# Will Call

- Individuals will be permitted to leave tickets, credentials or parking passes at Will Call
- Finance will also provide items to be picked-up at Will Call
- All items left at Will Call require an index card be completed with the following information:
  - Content of the package
  - A first and last name are required for the recipient
- All items picked-up at Will Call require the following:
  - The recipient must present an I.D. upon pick-up of a package
  - The recipient must sign the index card for the package

# Lost & Found

- Collect all lost & found items from spectators throughout the week
- Return all lost & found items to the Tournament Office at the end of each day