

Marshals Volunteer Training



Dominion Energy[®]
Charity Classic



CHAMPIONS

Event Snapshot

Name: Dominion Energy Charity Classic

Date: October 18 – 21, 2018

Site: The Country Club of Virginia, James River Course

Status: First of three PGA TOUR Champions playoff events for the Charles Schwab Cup

Pros: Top 72 from the regular season

Title: Dominion Energy

Founding Partners: TowneBank, The Riverstone Group, VCU Health



Bernhard Langer
2017 Champion

Charles Schwab Cup Playoffs



By The Numbers

- Best attended Charles Schwab Cup Playoff Event in 2016 and 2017
- Winner of the 2016 and 2017 PGA TOUR Champions Players' Award
- 130 corporations participate as sponsors
- Over 1,100 local residents serve as volunteers during the tournament
- Seven and a half hours of global television coverage on Golf Channel
- \$15 million annual economic impact to the region



Charitable Beneficiaries

The tournament has generated over \$600,000 for charity since its inception in 2016.



Virginia Value Veterans



Richmond Fisher House

Birdies for Charity

- Free fundraising platform that gives any Richmond 501(c)(3) the opportunity to leverage the tournament to generate contributions
- Charities receive all donations collected on their behalf plus an additional 10% on all funds generated (Maximum bonus is \$10,000 per charity or \$100,000 for the entire program)



Charles Schwab Cup Standings

- 1 Miguel Angel Jiménez
- 2 Scott McCarron
- 3 David Toms
- 4 Bernhard Langer
- 5 Jerry Kelly
- 6 Paul Broadhurst
- 7 Scott Parel
- 8 Joe Durant
- 9 Vijay Singh
- 10 Tim Petrovic



Tournament Week Overview



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Tournament Week Schedule

<p>Monday, October 15 Practice Rounds</p>	<p>Closed to the public Practice Rounds 6:30 a.m. – 5:00 p.m. 9:00 a.m. – 2:00 p.m.</p> <p>Volunteer Village Open Military Resource Day presented by WestRock</p>
<p>Tuesday, October 16 Practice Rounds</p>	<p>Closed to the public 6:30 a.m. – 5:00 p.m. 11:00 a.m. 2:00 p.m. 5:30-8:30 p.m.</p> <p>Volunteer Village Open Dominion Energy Player Clinic Founding Partner Player Clinic Pro-Am Pairings Party (River City Roll)</p>
<p>Wednesday, October 17 Official Pro-Am Day One Presented by Markel</p>	<p>Closed to the public 6:00 a.m. 6:00 a.m. – 5:00 p.m. 7:20-8:40 a.m. 11:35 a.m.-12:55 p.m.</p> <p>Pro-Am check-in begins Volunteer Village Open Morning Tee times (1 and 10 tee) Afternoon tee times (1 and 10 tee)</p>
<p>Thursday, October 18 Official Pro-Am Day Two Presented by Markel</p>	<p>6:00 a.m. 6:00 a.m. – 5:00 p.m. 7:00 a.m. – 6:00 p.m. 7:20-8:40 a.m. 11:35 a.m.-12:55 p.m.</p> <p>Pro-Am check-in begins Volunteer Village Hours Gate Hours Morning Tee times (1 and 10 tee) Afternoon tee times (1 and 10 tee)</p>

Tournament Week Schedule

<p>Friday, October 19 Tournament Competition Round One</p>	<p>6:30 a.m. – 5:00 p.m. 7:00 a.m. – 6:00 p.m. 7:20 a.m. 7:45 a.m. – 1 p.m. 10:00 a.m. 2:30 p.m. – 5 p.m. Following Play</p>	<p>Volunteer Village Hours Gate Hours Military Appreciation Ceremony presented by WestRock Tee Times Hospitality opens Golf Channel Coverage Clubhouse Post-Play Party</p>
<p>Saturday, October 20 Tournament Competition Round Two</p>	<p>6:30 a.m. – 5:00 p.m. 7:30 a.m. – 6:00 p.m. 7:45 a.m. – 1 p.m. 10:00 a.m. 2:30 p.m. – 5 p.m. Following Play</p>	<p>Volunteer Village Hours Gate Hours Tee Times Hospitality opens Golf Channel Coverage Good Shot Judy Concert at Hardywood West Creek</p>
<p>Sunday, October 21 Tournament Competition Final Round</p>	<p>6:30 a.m. – 5:00 p.m. 7:30 a.m. – 6:00 p.m. 7:45 a.m. – 1 p.m. 10:00 a.m. 2:30 p.m. – 5 p.m. Following Play</p>	<p>Volunteer Village Hours Gate Hours Tee Times Hospitality opens Golf Channel Coverage Trophy Ceremony</p>

Grounds

- Good-Any-Day
- Daily (day specific)
- Weekly (Thursday – Sunday)
- Available for purchase in advance or at the gate
- Access to Grounds and all Public Venues



Military

- Complimentary Military Admission presented by WestRock
- Access to Grounds and the *Birdies for the Brave* Patriots' Outpost presented by WestRock (10 green)
- Complimentary food & beverage available, while supplies last (Friday – Sunday)

Youth

- Youth, 18 and younger, receive complimentary GROUNDS admission with a ticketed adult
- Youth, 5 and younger, receive complimentary CLUBHOUSE & HOSPITALITY admission with a properly ticket adult

Spectator Parking

Parking	Location	Information
General Parking	West Creek Field 15 minute shuttle Wednesday – Sunday	General Public (\$5/car) Volunteers (Free)
Lot 1 (Preferred) Parking	River Road Farms/Gumenick Property 5 minute shuttle Thursday – Sunday	Tournament Issued Parking Pass is Required for Admission <i>Hospitality and Clubhouse Ticket Holders</i>
Uber & Ridesharing	Second Baptist Church 5 minute shuttle Friday – Sunday	Open to all spectators

Course Map



OPEN TO PUBLIC

- D** MAIN ENTRANCE/ADMISSION & WILL CALL
- BC** BIRDS FOR CHARITY PRESENTED BY TOWNE BANK
- GS** GREENSIDE SEATS
- H** RESTROOMS
- X** CONCESSIONS
- M** TOURNAMENT MERCHANDISE
- B** CRAFT BREW YARD BY CAPITAL BULL BREWING CO. (HANDICAPPED ADJUNCT AND LEVEL BACKSLOPE)
- +** FIRST AID PRESENTED BY TRIVIA HEALTH
- PF** PRACTICE FACILITY
- PS** PARKING SHUTTLES
- U** UBER SHUTTLE
- HB** VCU HEALTH BOOTH
- VCU HEALTH WALK (1 MILE)
- CROSSWALK
- A** ADA VIEWING AREA

HOSPITALITY PROPER CREDENTIALS REQUIRED

- CH** CLUBHOUSE
- CC** CAPITAL CHALETs
- JR** JAMES RIVER SKYBOX
- TC** TUCKAHOE CLUB (REAL GREY GOOSE BAR)
- ET** EAST TERRACE
- RC** RIVER CITY BOX SEATS
- PO** BIRDS FOR THE BRAVE PATRIOTS' OUTPOST PRESENTED BY WestRock
- VV** VOLUNTEER VILLAGE PRESENTED BY ALLIANT PARTNER BAR
- MC** MEDIA CENTER

THE COUNTRY CLUB OF VIRGINIA, JAMES RIVER COURSE

HOLE	1	2	3	4	5	6	7	8	9	OUT
PAR	4	4	4	3	4	5	4	3	5	36
YARDS	428	413	445	183	385	528	434	295	547	3288

HOLE	10	11	12	13	14	15	16	17	18	IN
PAR	4	4	4	4	3	4	5	3	5	38
YARDS	425	430	433	347	218	317	555	218	514	3457
TOTAL	PAR 72		YARDS 3025							



Course Map



FAN ZONE PRESENTED BY HENRICO COUNTY

- Food Trucks
- Grey Goose 19th Hole
- Michelob Ultra Bar
- Expo Village
- Golf hitting bays & simulators
- Kids' Zone
- Videoboard
- Dominion Energy Solar Spot



CRAFT BREW YARD BY CAPITAL ALE HOUSE

- 10 fairway
- Open Friday – Sunday
- Only venue on-course pouring RVA craft brews
 - Hardywood
 - Ardent
 - Devils Backbone
- Serving Capital Ale House's Bavarian Pretzels & other snacks



GREENSIDE SEATS

- 9 green, presented by Davenport & Company
- 18 green, presented by Virginia Eye Institute
- Seats are first-come, first-served
- If you are in the seat when final putt of the day drops on that hole, you get to take the seat home!



- **Golf Shop**
 - Adjacent to 10 tee
 - Features tournament branded merchandise
- **Concessions**
 - 11/12 fairways and 17 green
 - Serving full concession menus
- **VCU Health Walk**
 - 1 mile walk along the golf course
 - Check-in at VCU Health tent on 9 green



Volunteer Overview



Dominion Energy[®]
Charity Classic



CHAMPIONS



Volunteer Program Sponsor



Allianz  Partners

Volunteer Program Sponsor

Open Committees

VOLUNTEER POSITIONS ARE STILL AVAILABLE

- Shipping/Receiving (includes UBER Shuttle)
- Marshals
- Player Transportation
- Spectator & Parking Shuttles

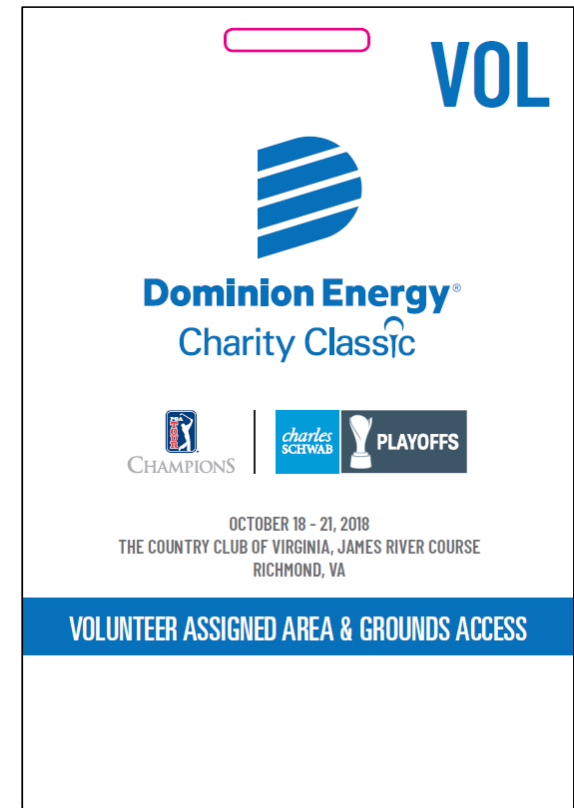
Recruit a friend, family member, neighbor or colleague!

Volunteer Package

- One (1) volunteer credential (*valid for grounds admission to the tournament and complimentary parking all week*)
- One (1) Greg Norman golf shirt
- One (1) Greg Norman outerwear piece
- One (1) golf hat (unisex)
- One (1) lanyard
- One (1) invitation to the Volunteer Appreciation Party
- Six (6) daily grounds tickets - (2) Friday, (2) Saturday, (2) Sunday
- Lunch for each day assigned to work

Volunteer Credential

- Volunteers must have their credential to enter the grounds during tournament week (no exceptions)
- Credential must be displayed on outerwear at all times
- When accessing the course, please use the main entrance
- Access to restricted areas without proper credentials is strictly prohibited
- On days that volunteers are not working, their credential is valid for grounds access only to the tournament



Uniform

All volunteers are required to wear the official 2018 Dominion Energy Charity Classic volunteer uniform and credential while volunteering.

COME PREPARED FOR THE WEATHER!

Golf Shirt



Outerwear



Bottoms: **MUST BE KHAKI (All Week)**



Pants

OR



Shorts

OR



Skort

Volunteer Parking

VOLUNTEERS PARK FOR FREE WITH VOLUNTEER CREDENTIAL

Volunteers MUST bring their credential

Parking	Location	Days
On-Course Parking	The Country Club of Virginia, James River Course <i>Follow signs for parking</i>	Monday - Tuesday
General Parking	West Creek Fields	Wednesday – Sunday

What You May Bring

Some notable items that **are allowed**:

- Cell phone
- Folding chair - however, the covers for folding chairs **are prohibited**. Please leave those at home.
- Umbrella
- Seat cushion
- Binoculars



What You May Not To Bring

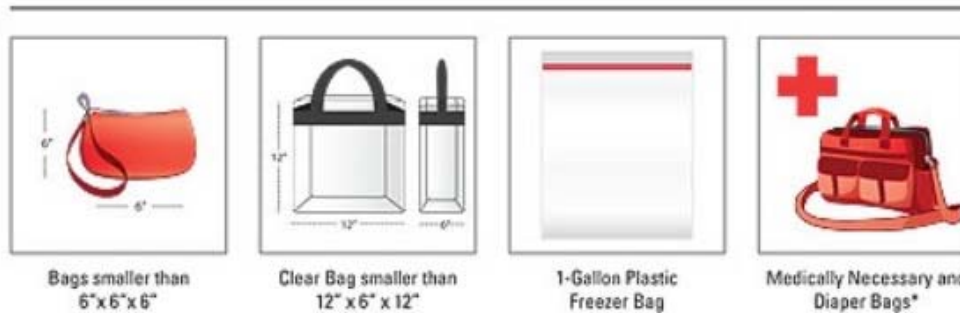
Some notable items that **are prohibited**:

- Backpacks, packages, purses or other carry items larger than six inches
- Signs or banners
- Selfie sticks
- Cameras during competition rounds
- Alcoholic beverages, nonalcoholic beverages or food
- Firearms or weapons of any kind



Bag Policy: Approved Bags

APPROVED BAGS



**Infant and Medical supplies will be permitted after proper inspection.*

- Bags Smaller Than 6" x 6" x 6"
- Clear Bag Smaller Than 12" x 6" x 12"
- 1-Gallon Plastic Freezer Bag
- Medically Necessary & Diaper Bags (permitted after proper inspection)

Bag Policy: Non-Approved Bags

NON-APPROVED BAGS



Backpack



Camera Case



Mesh Bag



Purse



Seat Cushion



Clear Backpack



Tinted Plastic Bag



Over-sized
Tote Bag



Binoculars Case



Printed Pattern
Plastic Bag



Folding Chair Bag
(Folding Chair is Allowed)

FOR MORE INFORMATION GO TO PGATOUR.COM/ProhibitedItems

- No Backpacks
- No Camera Bags
- No Mesh Bags
- No Purses larger than 6" x 6" x 6"
- No Seat Cushion Bags
- No Clear Backpacks
- No Tinted Plastic Bags
- No Binocular Cases
- No Printed Pattern Plastic Bags
- No Folding Chair Bags

NEW LOCATION IN 2018!

CHECK-IN: All volunteers must check-in at Volunteer Village or with their Committee Chairman prior to their shift

BREAKFAST: Continental breakfast will be served MONDAY – SUNDAY on a first-come, first-serve basis

LUNCH:

- Lunch will be served in the Volunteer Village MONDAY – WEDNESDAY.
- Upon check-in on THURSDAY – SUNDAY, volunteers will be provided one meal voucher per day worked. Voucher valid at Concession Stands.

Volunteer Communication

- Committee Chairman will be volunteer's main contact
- Volunteers should reach out immediately to your Committee Chairman with any schedule conflicts
- Volunteer Newsletters will be distributed in advance of and during tournament week
- Volunteers should check their email regularly through the tournament

Volunteer Etiquette

All volunteers are an extension of the Dominion Energy Charity Classic team. While working, volunteers are asked to adhere to these guidelines:

- While in uniform, please do not ask for autographs
- Please display the volunteer badge/ticket at all times
- Please remain quiet and still during each shot until all players in the group have played out

Volunteer BBQ

When: Saturday, October 13

Where: The Country Club of Virginia
James River Course

Attire: Golf attire or better

PLEASE RSVP ON THE VOLUNTEER WEBSITE



Volunteer Handbook

Volunteer Website: volunteers.deccgolf.com

Tournament Website: deccgolf.com

Marshal Overview



Dominion Energy[®]
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CHAMPIONS

Marshal Leadership Team

Division Directors

Greg Robertson
Libby Robertson
David Shuford

Committee Chairman

Front Nine
Shannon Carter
Hank Carter

Back Nine
George Whitley
John Fain

Practice Area
John Epps
Glenn Moore

Hole Captains

Over 360 Volunteers!

Division Directors

- Responsible for overall marshaling efforts
- Radio communications

Committee Chairs

- Practice area Co-Chairs: John Epps and Glenn Moore
- Front 9 Co-Chairs: Hank and Shannon Carter
- Back 9 Co-Chairs: George Whitley and John Fain
- Radio communications: All committee chairs will have radios for communicating problems and questions to us and PGA TOUR staff

Hole Captains

- Captains are the first line of inquiry for any questions/problems
- Hole Captains will have radios

General Marshal Duties

- Critical to the success of the tournament
- Safety of spectators
- Player support
- Problem Solvers
- Face of the DECC
- Ambassadors for Tournament, Venue and Richmond, Virginia

Specific Duties of Marshals

- Practice Area Marshals and Roving/Hospitality Marshals will get instructions from their respective Committee Chairs: John Epps & Glenn Moore
- On-Course Marshals: tee box, landing areas, and putting green
- Hand signals
 - First Aid/Safety
 - Rules Officials
 - Crowd control
 - Ball direction

Tee Box

- Make unobstructed path to tee box; open/close rope lines
- Crowd control: position yourself correctly, **FACE THE CROWD**, raise hands, quiet crowd
- Be mindful of other greens, tee boxes, players in surrounding area
- Designate marshal to signal to landing area marshals
- When tee box empty, remind fans to silence cell phones

Landing Area

- Locate tee shots outside of ropes and protect the ball from spectators
(Alarm: Thursday Pro-Am)
- Pay attention to ball flight and landing in Bermuda Rough; mark with cap
- Do nothing if ball is in fairway
- **FACE THE CROWD**, "QUIET PLEASE" quiet crowd
- Instructions on removing stakes in ground: straws
- Out of bounds

Putting Green

- Prior to approach shot, position yourself, "**STAND PLEASE**" or "**STAND STILL PLEASE**", quiet crowd
- Be mindful of your position near the green, do not interfere with line of sight
- Locate wayward shots off green
- When players on green, quiet crowd and keep them still
- Create path for players to exit green and walk to next tee box

- Skyboxes/Chalets
 - Holes 16 and 18
 - Pay attention to both play and Skybox noise/activity
 - Important to be assertive/proactive because spectators aren't always paying attention
- Rovers
 - Roving from 9 to 10 and 18 green to scoring
 - Important to be assertive to move players through crowds

- Be courteous and helpful: on duty when in uniform
- Evacuation: Vans for players and caddies, we are on our own
- Crosswalks: marshals manage crosswalks to ensure spectators do not interfere with play, open crosswalks only after players have passed
- On-course rulings: **not our job**
- Work shifts: Hole Captains to provide schedules, show-up times, quitting times; allow sufficient time to arrive at your hole on time

Miscellaneous

- Pre-play meetings on each hole: hole captains to schedule and convene, near but not on tee box or green: be on time
- Playoff possibilities on Sunday: marshals on holes 18, 10, 16, 17 may work overtime if there is a playoff; marshals on these holes should contact hole captains before departing on Sunday
- Comments/questions?
- Handouts

THANK YOU!