



## **Golf Course Volunteer Descriptions**

Thank you for taking the time to volunteer for the U.S. Venture Open. You are very important to the success of the event. We're excited to have you join us.

We have 950 golfers at six golf courses: Butte des Morts Country Club, North Shore Golf Club, Fox Valley Golf Club, Oneida Golf and Country Club, Thornberry Creek at Oneida, and Wander Springs Golf Course. We are excited that you will be helping our partners enjoy a day of golf while helping to end poverty in Northeast Wisconsin.

Detailed golf course volunteer descriptions can be found in the supporting pages. You can easily search your assignment(s) to find the description.



## **REGISTRATION**

### **Golf Course Volunteer Description**

#### **GENERAL INFORMATION:**

##### **Arrival Time:**

Please see your individual Volunteer Assignment sheet for your specific arrival time. Be prompt.

##### **Tips:**

- Wear sunscreen.
- You may want to wear work clothes for set up and change into your volunteer shirt before the golfers arrive.
- Wear your volunteer shirt and what is comfortable and presentable - no holes please.
  - If you are at North Shore, Oneida, Butte des Morts or Thornberry, please do not wear denim.
- Your course has a Course Coordinator who is in charge of all course activities. When you arrive, there will be a volunteer lead to explain your job details.

#### **COURSE RESPONSIBILITIES:**

Your role in the registration process is vital not only to the administrative success of the event, but you are the golfers' first impression of the U.S. Venture Open. We are counting on you to help create a welcoming, organized and fun event.

Your main goal is to set the tone for a fun-filled day, as well as present your guest with the impression of familiarity with the day's events. Check them in, sell Mulligans (now cashless, only through GiveSmart) and get them logged into the online auction.

##### Supplies you will get:

- Registration forms
- Golfers alphabetically by last name
- Golfers alphabetically by Partner name
- Golfers by hole
- All other golf course registration alphabetically by last name
- Master Contact List
- Mulligan Cards
- Signs
- Wristbands
- Misc. supplies: pens, bug spray, medical kit, tape, markers, hand towel & score card receptacles

##### **DUTIES:**

- Welcome Golfers
- Ask if they would like to purchase a Mulligan. Golfers can use a Mulligan when they would like a "do over." If they have purchased a Mulligan for \$5 on GiveSmart they can take a new ball and take another shot. The shot replaced by a Mulligan is not added onto their score. The only time a Mulligan does not work is for the hole-in-one prize.



- Each mulligan is \$5
- NEW THIS YEAR: We are cashless. All mulligans will need to be purchased online through GiveSmart (mobile auction website). **Text USVO to 762-78.** Instructions will be included in the registration folder.
- Golfers are required to wear a wristband that identifies them as a participant in the U.S. Venture Open. There are two wristband colors.
  - **Blue** = all golfers. This wristband will get them into Van Abels.
  - **Red** = golfers attending the VIP reception with the Guest of Honor.
  - No wristband signals they are not permitted to:
    - Golf = **Blue**
    - Be at Van Abels = **Blue or Red**
    - Be at the VIP reception = **Red**
  - Help golfer secure blue/red wristband – mention they will need to keep it on for the dinner at Van Abels in order to get in.
  - Golfers can enter directly into Van Abel’s main tent in the North entrance off of Fassbender Street.
  - Explain Bidder Number
    - If you have a new golfer, please clearly document their **Name, Partner Name, and Bid Number**.
      - Reassign the bidder number of the golfer they are replacing by giving the new golfer their wristband.
    - This number will be used during the auction to help identify who had the highest bid for each item
- Give golfer their name tag.
  - Advise them their name tag shows which hole they start on, which also corresponds to the cart they will be using.
  - Golfers will need to place their name tag into the plastic nametag holder with a magnetic back. This will need to be returned at Van Abels after the event.
  - **\*\*\*Attendees with pacemakers cannot wear magnetic nametags – please write their name on an adhesive nametag in the registration bin.**
- Tell them about the goody bag on their cart. They will find golf balls, tees, sunscreen, hand sanitizer, lip balm, insect repellent, and **two drink tokens for Van Abels**.
- Mention the Guest of Honor
- Golfer picks up U.S. Venture Open t-shirt
- Remind golfers to stop at the exit table to drop off their score card and turn in their hand towels.
- Document no shows, changes, or anything out of the ordinary on your registration papers.
- Each golfer receives a gift at Van Abels if they didn’t pick it up at the Welcome Reception.
- Direct them to food and carts



## GOLF COURSE SET UP

### Golf Course Volunteer Description

#### GENERAL INFORMATION:

##### Arrival Time:

Please see your individual Volunteer Assignment sheet for your specific arrival time. Be prompt.

##### Tips:

- Wear sunscreen, you may want to wear work clothes for set up and change into your volunteer shirt before the golfers arrive.
- Wear your volunteer shirt and what is comfortable and presentable - no holes please.
  - If you are at North Shore, Oneida, Butte des Morts or Thornberry, please do not wear denim.
- Your course has a Course Coordinator who is in charge of all course activities. When you arrive, there will be a volunteer lead to explain your job details.

#### COURSE DUTIES:

Your role is to get the courses prepared and looking great for the golfers. You play an integral role in helping to set a positive and efficient tone at the outing.

**1. Canopy Set Up:** Canopies must be set up next to the tee off area at the par three holes that do not have shade. Do not block golfers from teeing off. These are to provide shade for volunteers. Supplies you will get: canopies, course map, hammer, golf cart.

**2. Cooler/Tub Placement, Labeling, & Stocking:** We offer beverages, fruit, and snacks on the par three holes under the canopies. Your job will be to work with your Course Coordinator to define number of coolers needed and cooler/tub signs, loading and placement.

- Supplies you will get:
  - Coolers/Tubs, Ice, Golf Course map, Golf Cart, Signs, List of par threes to place coolers
  - Product (beer, soda, water, fruit/snacks) (\*Thornberry coolers will not have beer)

**3. Cart Set Up:** Every golf cart must be prepared for the golfers when they arrive.

- Golfer goody bags include golf balls, tees, sunscreen, hand sanitizer, lip balm, bug wipes, and two drink tokens for Van Abels. Each cart must have two goody bags.
- Towels must go on the carts.
- Course games and hole-in-one information must go on the carts.
- Course score card and pencil must go on the carts. (Provided by Golf Pro at course)
- The course will have the golfer name cart cards on the carts.

**4. Food Prep:** We have food available for breakfast and lunch for the golfers upon arrival, so we need help setting up. A representative from the caterer can better direct you the day of the event.



## **PAR THREES**

### **Golf Course Volunteer Description**

#### **GENERAL INFORMATION:**

**Arrival Time:** Please see your individual Volunteer Assignment sheet for your specific arrival time. Be prompt.

#### **Tips:**

- Wear sunscreen, you may want to wear work clothes for set up and change into your volunteer shirt before the golfers arrive.
- Wear your volunteer shirt and what is comfortable and presentable - no holes please.
  - If you are at North Shore, Oneida, Butte des Morts or Thornberry, please do not wear denim.
- Your course has a Course Coordinator who is in charge of all course activities. When you arrive, there will be a volunteer lead to explain your job details.

#### **COURSE DUTIES:**

Your role is to have fun with the golfers while you work at a par three. Because the par three is a short hole, golfers usually get backed up here. This is your opportunity to have fun with the golfers, but not to hold up the play on the course. Feel free to take photos of golfers having fun and post on social media using #USVO2023. Send photos/videos to **Shelley Pakala at 920-213-6695**.

#### **THESE ITEMS WILL BE AT YOUR HOLE:**

- A large canopy, if there is no natural shade near the tee box
- 3-4 coolers labeled as “Beer,” “Soda,” “Diet,” “Water,” and/or “Fruit/Snacks”
- Pens, gift card apron, gift cards for game winners, Garbage bags, cans, and recycling bins, Master contact list, Mulligan cards

#### **NEW THIS YEAR:**

We’re proud to announce the carbon emissions for all attendee lodging and transportation, and energy use for catering at the golf courses will be offset by U.S. Venture. One specific area of focus is the proper recycling of all plastic bottles. **Please ensure proper separation of plastic bottles if you have a recycling can in your area.**

#### **DUTIES:**

1. **Direct golfers:** Ensure the golfers are at the correct hole before they begin golfing. The foursome’s starting hole number will be on their name tag.
2. **Play games with Golfers:** There is a par 3 game alignment among the courses. There are various games to choose from with supplies and directions provided for you. Game selection and confirmation will be done via Sign Up Genius after placement is communicated.
3. **Sell Mulligans:** Mulligans offer golfers a do over. Mulligans cost \$5 each and must be purchased through the GiveSmart App. Mulligans may NOT be used for hole-in-one prizes.
  - a. **NEW THIS YEAR:** We are cashless. All mulligans will need to be purchased online through GiveSmart (mobile auction website). **Text USVO to 762-78.** Instructions will be included in the registration folder.



4. **Hole-in-One:** The golfers have the opportunity to win a prize if they score the **FIRST** hole-in-one at your course. **It's your job to watch them tee off and witness if they hit a hole-in-one.** Mulligans may NOT be used. You must confirm with each golfer that their first shot is for the hole-in-one prize on the course.
  
5. **Coolers:** Keep an eye on the coolers under your canopy. If they look to be getting low on beverages or food, alert the volunteers who are driving carts and restocking coolers when they come to your hole.



## **ONGOING GOLF COURSE DUTIES**

### **Golf Course Volunteer Description**

Your job is important because you keep the golfers happy and the golf course looking beautiful. You will be outside all day, keeping coolers restocked, trash off the course, and other similar duties.

#### DUTIES:

**1. Stock coolers and tubs:** Each par three will have coolers labeled and filled with water, soda, beer, and fruit/snacks. It is your responsibility to restock the coolers and make sure there is enough ice to keep cold.

Supplies you will get:

- Golf Cart
- Course Map
- Food and beverage products and ice

**2. Replace volunteers working par three holes:** To give our volunteers a break during the day, you may be asked to replace a volunteer for a short time.

**3. Pick up trash:** Because we have food and beverage on the par three holes, these holes tend to collect the most trash and recycling. You may be asked to pick up garbage and recycling on the par threes to keep the course looking clean. Your Course Coordinator will tell you where to leave the garbage and recycling.

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Supplies you will get:

- Garbage Bags
- Cart
- Course Map

**4. Food assistance:** Food will be served until 2:30 p.m. A representative from the caterer will direct you. You may be asked to stock plates, monitor food freshness, advise if additional food is necessary, wipe up spills, etc. *Please remain attentive and do not leave your representative, even as down times occur throughout the day.*

Supplies you will get:

- Gloves provided by caterer

**5. Grill food:** Begin grilling meat in the morning during setup and throughout the day. The caterer will provide the grilling utensils.

**6. Shake of the Day:** This is a fun and easy game, which consists of counting the number of times a person can shake a certain number on the dice. Instructions for the game will be on the clipboard with the score sheets. Winners announced at Van Abels in evening.

**NEW THIS YEAR:** We are cashless. Shake of the Day needs to be paid through GiveSmart. **Text USVO to 762-78.**

Supplies you will get:

- Dice – 10 or more
- Dice Box
- Rules
- Shake of the Day Score Sheets

## **COURSE TAKE DOWN**

### **Golf Course Volunteer Description**

It's important that when taking down the golf course, you help leave it beautiful and clean. Most of the items that you take down will need to be loaded into the trucks to be transported back.

#### DUTIES:

1. **Coolers:** This task usually involves driving golf carts to different holes, loading up the cart with the remaining food/drink items, and taking the coolers back to the parking lots to be loaded into the trucks. **Drain the ice in the coolers and wipe them dry.** Unload the unopened beverages back into a cooler after they have been dried off. The labels on the coolers should be removed if the coolers are empty and dry.

#### Supplies you will get:

- Golf cart
- Course Map

2. **Canopies:** Take down the canopies on the par three holes. These canopies will need to be taken down and put back into their boxes. Don't forget the stakes & weights.

#### Supplies you will get:

- Golf cart
- Canopy boxes to put the canopies back in to
- Work gloves

3. **Game cards:** Pick up course game cards and return to the Course Coordinators.

4. **Signs:** Remove the various signs that were posted around the golf course.

5. **Trucks:** Load banners, empty coolers, Shake of the Day tables, and other items will need to be packed into the trucks in an organized fashion.

6. **Garbage/Recycling:** Pick up garbage & litter around the course. You will need to drive a golf cart and empty the recycling and garbage cans on the par threes. Please put both in the proper receptacles.

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