THE MINIKAHDA CLUB - A PART OF GOLF HISTORY

IMPORTANT INFORMATION
FOR VOLUNTEERS

www.minikahdaclub.org/2017senioramatuer
Welcome to the United States Golf Association’s 63rd Annual U.S. Senior Amateur Championship. The Finest 156 senior amateur golfers in the nation are gathering in a stunning setting for an event that, for many, will be the highlight of their careers.

It is our privilege, honor and responsibility to produce an exceptional and unforgettable Championship. Let us embrace the finest principles of golf: Respect, honor, hard work ... and FUN!

Welcome and THANK YOU.
The Minikahda Club

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GENERAL INFORMATION FOR ALL VOLUNTEERS

BASICS

- **Never take or ask for a ride from a player in his golf cart during his round.** The player will be penalized. If you need assistance, please seek out a Rules officials who will have a golf cart.
- The volunteer headquarters is located at the Paddle Tennis House, which can be found on the west end of the parking lot.
- **CHECK IN** for every shift. Allow enough time whether you are walking, biking, or walking from your car.
- Depending on your assignment, you will either check in at Volunteer Headquarters or directly to your shift leader on the course or at the hotel. You are asked to arrive well before your shift. Please watch your email for more specifics from your shift leader.
- Uniform: Please wear your volunteer shirt and hat with your own khaki shorts, skirt or pants. You may also want to wear your pullover, depending on the weather.
- Food & Beverage: You will be provided with a continental breakfast and box lunch as well as access to beverages on the course.
- Training videos: There are a variety of training videos for you to watch. These have been sent out via email by Allison Krueger (senioramvol2017@gmail.com). There are several general informational videos as well as videos that deal with specific tasks. We recommend you watch the video(s) that correspond with your responsibility and as many others that you have time for. The videos will also be posted on the public U.S. Senior Amateur site located at www.minikahdaclub.org.

PARKING

- Parking at Minikahda is limited and will be reserved for players and USGA officials on Thursday, August 23 through Monday, August 28.
- Parking will always be available on the city streets near the Maintenance Area (Zenith & Abbot Avenues, 36th – 38th Streets etc).
- On the busiest days of Saturday, August 26 & Sunday, August 27, the commercial lot located at 3033 Excelsior Blvd. will be available for volunteer parking. (This is the large office building on the northwest corner with the giant sails on the roof). Shuttles will run 5:30 a.m. - 9:00 p.m. from this parking lot to Minikahda on Saturday and Sunday.
SAFETY

• Be aware of play at all times. Remember that these players are not professionals and their balls might stray from their targets.
• If on foot, be aware of cart traffic. If on a cart, be aware of people walking.
• Weather & Evacuation: If the weather horn is sounded by the USGA weather office, volunteers are to immediately move to Minikahda evacuation facilities. Players, USGA officials, caddies, walking scorers, and standard bearers move to evacuation vans.
• A medical facility will be established in the paddle house.
• Disabled parking will be available and will be located next to the paddle house.

VOLUNTEER ETIQUETTE

• Remain courteous and polite at all times, reflecting the finest spirit of golf.
• Once play starts, show the utmost concern for players and do not disturb their play by moving, talking, or making unnecessary noise.
• Once play starts, do not initiate conversations with players.
• Be aware of your shadow and its impact on players.
• Silence your cell phone at all times. Cell phones should not be used while on the course or working a shift unless there is an emergency not already being addressed.
• Do not take photographs during the championship. The only exception is during the practice rounds on Thursday, August 24 and Friday, August 25.
• DO NOT ride in/on a cart or ask a player for a ride or accept a ride on a cart. Doing so will result in a player penalty. It is permissible to ride in a cart used by the USGA if you are asked to do so. It is also permissible during inclement weather when play has been stopped and a course evacuation is taking place.

EVERYTHING ELSE

• If after your training you feel physically not capable of performing the required work, let us know.
• All other questions, contact Allison Krueger (612-310-1294)
The coordinator is David Carlsen (Cell: 612-750-2596). Here is some key volunteer information:

• The job entails greeting guests, directing them to registration or other locations, and giving tours of the clubhouse.

• Registration will be held in the ballroom on Wednesday, August 23 from 1:00 pm – 7:00 pm and Thursday, August 24 from 7:00 am – 2:00 pm. For late arrivals only, registration will be available Friday, August 25 in the USGA office.

• After registration, a guest should be given a tour of the clubhouse. The tour should include the grill and first tee porch, the USGA office and back deck on 2nd floor, and should conclude at the men’s locker room where a player or USGA official will be shown their locker by the locker room attendants.

• The players should also be reminded that complimentary breakfast and lunch will be served in the ballroom on Wednesday, August 23 through Monday, August 28. On these same days, the grill will be available for dinner from 5:30 pm – 8:30 pm for players and their guests. More details about player meals will be found in the player handbook.

• It is anticipated that we will have greeters in place from Wednesday, August 23 through Friday, August 25.

• After registration, all authorized players, USGA officials, volunteers, and other authorized guests are required to wear their credentials. Each category of guest/official will have a different color credential. Watch out for informational fliers with this information.

• Be friendly. You are the first line ambassador for The Minikahda Club. Engage the guests in conversation but be respectful if they are in a hurry.

• The Clubhouse is only open to members and credentialed guests (again, please refer to the informational fliers which will be posted).
COURSE SHUTTLE DRIVERS

The coordinator is Bob Rolston (Cell: 612-804-3079). Here is some key volunteer information:

- The job is to shuttle players & officials around the Minikahda golf course.

- The route will be from the Golf Shop to the Practice Range with stops at the Practice Putting Green by #1 and the Practice Chipping Area by the Halfway House. (The Practice Short Game Area by Maintenance will NOT be available during the championship)

- Be aware of golf activity & idle the shuttle if necessary: Watch for players teeing off #1, players putting on #18, players putting on #9, and players teeing off #10. These will be extremely busy areas with a lot of traffic. Please remember that at this level of play, it is important not to make unnecessary noise that could distract the golfers during their round.

- Be safe: Drive slowly and under control. Protect your passengers and yourself.

- Be friendly: Be a good ambassador. Say hello and try a little conversation. See if the players want to engage in a conversation, but respect their mood if not.

You will receive additional information at your training and on the course.
VAN DRIVERS TO/FROM THE HILTON HOTEL

The coordinator is Jeff Arnold (Cell: 612-554-2095) or Jim Siedel (Cell: 612-850-0430). Here is some key volunteer information:

• The job entails driving players, officials, and their families to and from the Hilton Minneapolis/Bloomington Hotel and The Minikahda Club.

• The Hilton Minneapolis/Bloomington Hotel is located at the SW corner of France Avenue & Interstate 494. Address is 3900 American Blvd W, Bloomington 55437.

• You will pick up or drop off your van at the Hilton Minneapolis/Bloomington Hotel. Your personal vehicle and the van will be parked in the hotel parking lot.

• We intend to use France Avenue for van travel. Despite stoplights, we believe it is the fastest and most reliable route. PLEASE NOTE: Edina and St. Louis Park police closely monitor speeds, and readily give out speeding tickets. Please adhere to posted speed limits.

• Two vans will always be in use, with vans departing both the hotel and the Minikahda Club on the half hour. It is IMPORTANT that the vans remain on schedule. During peak times, a 3rd van will be available to provide extra transportation.

• The vans will not make any additional stops between the hotel and The Minikahda Club.

• The van service will be provided from Wednesday, August 23 through Tuesday, August 29. Starting Wednesday August 30, tournament participants can use Lyft car service. A phone number was provided in the registration materials. If problems with Lyft, call Allison Krueger @ 612-310-1294.

• Be safe: Drive safely and protect your passengers and yourself.

• Be friendly: Be a good ambassador. Say hello and try a little conversation. See if the players want to engage in a conversation, but respect their mood if not.

You will receive additional information at your training and on the course.
PRACTICE AREAS

The coordinator is Bob Rolston (cell: 612 804-3079). Here is some key volunteer information:

- The practice range and chipping green will be in use for the event. The lower short range by the Maintenance facility will be closed.

- There will be an area near the practice range for the Players to check in and obtain range balls. There will be additional range balls on the practice range.

- The USGA will provide name placards and frames to be placed at each practice station. Name signs will be located at the check-in tent, and volunteers or staff will assist with assigning players to hitting stations and attaching name signs to the boards.

- One volunteer will be assigned to the chipping green to clear and redistribute practice balls.

You will receive additional information at your training and on the course.
**SCHEDULE OF EVENTS**

**Wednesday, August 23**

1:00 – 7:00 p.m. Player Registration
1:00 – 7:00 p.m. Practice Range open to players only (golf course walking or riding only, no clubs)

**Thursday, August 24**

7:00 a.m. – 2:00 p.m. Player Registration
7:00 – 9:00 a.m. Practice Rounds. Play will be from the first and 10th tees.
12:00 – 2:00 p.m. Practice Rounds. Play will be from the first and 10th tees.
6:30 p.m. All Practice Facilities Close
7:00 - 9:00 p.m. Players’ Reception / Dinner Hilton (host hotel)

**Friday, August 25**

7:00 a.m. Player Registration (for late arrivals only)
7:00 – 9:00 a.m. Practice Rounds. Play will be from the first and 10th tees.
12:00 – 2:00 p.m. Practice Rounds. Play will be from the first and 10th tees.

**Saturday, August 26**

7:00 – 9:00 a.m. First Round Morning Wave. Play will be from the first and 10th tees
12:00 – 2:00 p.m. First Round Afternoon Wave. Play will be from the first and 10th tees.
Sunday, August 27
7:00 – 9:00 a.m.  Second Round Morning Wave. Play will be from the first and 10th tees
12:00 – 2:00 p.m.  Second Round Afternoon Wave. Play will be from the first and 10th tees.

A play-off, if necessary, will take place immediately following play on Sunday.

Monday, August 28
7:00
8:00 a.m. – 1:10 p.m.  Play-off, If Necessary  First Round of Matches (64 players, 32 matches, 10-minute intervals).

Tuesday, August 29
7:00 – 9:30 a.m.  Second Round of Matches (32 players, 16 matches, 10-minute intervals).
1:00 – 2:10 p.m.  Third Round of Matches (16 players, 8 matches, 10-minute intervals).

Wednesday, August 30
7:15 – 7:45 a.m.  Quarterfinal Matches (8 players, 4 matches, 10-minute intervals).
1:00 – 1:15 p.m.  Semifinal Matches (4 players, 2 matches, 15-minute intervals).

Thursday, August 31
7:30 am  Championship Match
Prize Presentation Immediately Following Play
The coordinator is Allison Krueger (cell: 612-310-1294), Hank Wilkinson (cell: 612-910-7001) or David Carlsen (cell: 612-750-2596)

There are several variations of walking Pods depending on the availability of volunteers each day. It is expected that on Saturday, Sunday and Monday we will have a Walking Scorer in each group and Stationary Forecaddies on a number of holes. If permitted there will be a Walking Forecaddie in some of the groups. On Tuesday, Wednesday and Thursday we will have a Walking Scorer and a Walking Forecaddie in each group.

**DO NOT ride in/on a cart or ask a player for a ride or accept a ride on a cart.** This will result in a penalty on the player. It is permissible to ride in a cart used by the USGA if you are asked to do so. It is also permissible during inclement weather when play has been stopped and a course evacuation is taking place.
Walking Scorer

1. Arrive 45 minutes before your shift time and check in at Volunteer Headquarters.
2. Pick up your scoring tablet at the paddle house. You may want to carry a card and pencil in case of electronic problems.
3. You will receive a brief tutorial on how to use the tablet once you pick up the device.
4. Do not engage the players in conversation.
5. Your role is informational. The players’ scorecards are official. If confusion arises about the score, solve the problem quietly by asking the USGA Referee. Do not let these problems affect play.
6. The Walking Scorer will stand at the back of the tee box and signal, with one arm, if the ball is going left, right, or center. The Forecaddie will locate any tee shot not in the fairway and mark the location with a flag. Do not touch a player’s golf ball at any time.
7. The USGA Referee is the lead member of your tee time group.
8. Please refer to the diagram above on where to stand during the round.

Walking Forecaddie and Stationary Forecaddies

1. Arrive 45 minutes before your shift time and check in at the Volunteer Headquarters.
2. Your duty will be to watch the shot and mentally mark each player’s golf ball.
3. After all players have hit, place a red flag about a foot from their ball when in the rough.
4. If a player’s ball goes into a hazard, mark the position where it last crossed into that hazard.
5. It is not necessary to mark balls in the fairway.
6. **Do not offer any rule decisions or advise to the player or caddie. This is the responsibility of the USGA field staff.**
7. Your job is to assist the player and his caddie. Please stay out of the line of sight of a player as much as possible.
8. Please be a good steward of the game.

In most cases there will be an "X" in the right and left rough on where to stand on the key holes for the forecaddie.
WALKING MARSHALS

Ensure fair play and help maintain the pace of play.

1. The fair play factor is so important that every reasonable effort should be made to prevent anyone from interfering with a ball’s lie or movement. It is particularly important that no spectator should deflect a ball in motion.

2. Your assignment is not a license to watch play from a privileged position, but to direct spectators courteously and respectfully. If there are any issues, please notify a USGA official.

3. Never give direction when a player is making a stroke.

4. If walking with Standard Bearer in your group, you may be asked to give a hand in changing numbers or carrying the board.

5. Use the following terms firmly yet politely when necessary:

   “STAND PLEASE”
   while holding our arms above your head to stop moving spectators
   while a player is addressing his ball.

   “QUIET PLEASE”
   while holding your arms above your head to encourage the gallery
to stop talking or making other noise.

SIGNAL SYSTEM:
One of your duties is to signal the player and his caddie when a ball is close to or in a hazard or out of bounds.

ALL FORECADDIES WILL USE THE FOLLOWING HAND SIGNAL SYSTEM:

FOR A BALL CLOSE TO OR IN A HAZARD OR OUT OF BOUNDS:
If the ball is outside the hazard line or in bounds - face toward the fairway and signal with both arms safe (like a baseball umpire).

If the ball has crossed the hazard line or is out of bounds - face toward the hazard or out of bounds and signal with both arms toward hazard or out of bounds.
WALKING MARSHALS cont.

“FORE - ON THE RIGHT” or “FORE - ON THE LEFT”
to warn spectators of a shot in their directions.

“PLEASE WALK AROUND THE GREEN (OR BUNKER)”
to any spectators walking on a green or through a bunker.

“WALK PLEASE”
Any time spectators begin running. When a gallery runs it can cause serious injury, so please stop it before it starts

• ALWAYS be aware of and alert to your surroundings while being as inconspicuous as possible.
• Be friendly with the gallery and explain why you are directing them. Most spectators are respectful and will follow your lead.
• Promote physical safety for players and spectators at all times. The physical safety factor is so important that players should not be allowed to make a stroke until everyone is positively out of range and well back at the sides of holes.
• DO NOT talk to players unless they initiate the conversation.
• DO NOT offer ruling or advice to the players at any time. Only USGA officials can provide rulings to players.
• Locate and protect the gallery from errant shots.
• Alert the gallery to any errant shots.
1. Mark the player’s ball that has strayed from the fairway with a small wirelag, particularly if the rough is thick.
2. Do not allow anyone to touch the ball by protecting it and/or standing over it. Ask other spectators to help you keep a 10-yard buffer between the gallery and the ball.
3. Clear a path for the players coming from their previous shot.
4. Clear a path for the players as they leave the green and proceed to the next tee. Enlist the help of other marshals from the front tee to have the gallery promptly cleared. This requires prearranged coordination with the other members in your crew.
STANDARD BEARERS

1. Arrive 45 minutes before you shift time and check in at Volunteer headquarters.
2. Standard bearers will only be used for the semi-final and final matches.
3. You will be issued your standard and numbers at Volunteer headquarters.
4. You will receive instructions on how to use the standard.
5. Do not engage the players in conversation.
6. Your role is informal. If you have a question, ask the USGA Referee, not the players.
7. Your job is to keep track of the current score of each match.

DO NOT STAND BEHIND A PLAYER AS HE SWINGS, WHETHER ON THE TEE, FAIRWAY OR GREEN.

- As you approach the green, try to position yourself near the exit form the green. If you are ever unsure where to stand or walk, do not hesitate to ask.
- Be careful not to get in a player’s way or to move when a player is making a stroke or is about to make a stroke. Be especially quiet around tees and greens.
- You should try to make the scoring changes as quickly as possible at a convenient time to keep pace with your players, never at a time that would disturb their play. Remember that the board is two-sided and you will need to make changes quickly on both sides.
- Feel free to check with the USGA Referee regarding how the match stands. NEVER ask this of the players. The USGA Referees have been asked to work with you as a team in an effort to make sure the standards accurately reflect the standing of the match.
- When your match is over, please return your standard, packets of numbers and apron to Volunteer Headquarters. Please make sure the numbers in the packets are in order when you return them. Take very good care of your equipment as it is quite expensive, difficult to replace and must be used at other USGA championships.
- Please refer to the diagram on page 10 for more information about where to place yourself on the fairways.
THE MINIKAHDA CLUB - CLUBHOUSE
3205 Excelsior Blvd.
Minneapolis, Minnesota
55416

THE MINIKAHDA CLUB - GROUNDS
3600 Abbott Ave S
Minneapolis, Minnesota
55416

CLUBHOUSE SWITCHBOARD 612-926-1601

The Minikahda Club Senior Amateur Committee
Kip Colwell – Championship Co-Chair 612-418-6192
Dave Mooty – Championship Co-Chair 612-240-6802
David Carlsen – Volunteer Co-Chair 612-750-2596
Hank Wilkinson – Volunteer Co-Chair 612-910-7001
Allison Krueger – Volunteer Coordinator 612-310-1294
Melanie Dawson – Volunteer Communications 612-867-7437
Bob Rolston – On-Course Transportation & Range Coord. 612-804-3079
Jeff Arnold – Player Transportation 612-554-2095
Jim Seidel – Player Transportation 612-850-0430
Kathy Carlsen – Registration 612-750-9234
Marcia Wilkinson – Registration 952-215-6745
Thank you again for your participation in the U.S. Senior Amateur. You are greatly valued!

If you have any questions about your volunteer shift or duties, please email Allison Krueger at senioramvol2017@gmail.com or call (612) 310-1294.