



2026 GOLF MANITOBA VOLUNTEER INFORMATION PACKAGE: CHAMPIONSHIP SUPPORT ROLES

WELCOME & THANK YOU

Thank you for your interest in volunteering with Golf Manitoba. Our championships and programs would not be possible without the dedication, enthusiasm, and professionalism of our volunteers. Whether you're passionate about the rules of golf, enjoy helping events run smoothly, or simply want to give back to the game, there is a role for you on our team.

Volunteering with Golf Manitoba means being part of the provincial championship experience, working alongside fellow golf enthusiasts, supporting athletes, and contributing to the growth of the game across Manitoba.

WHY VOLUNTEER WITH GOLF MANITOBA?

Golf Manitoba volunteers play a vital role in delivering high-quality championship experiences. Beyond helping events run smoothly, volunteers gain:

- A chance to give back to the game you love
- Access to some of Manitoba's best golf courses
- A behind-the-scenes look at championship golf
- A welcoming and social volunteer community
- Opportunities to learn and grow within the sport
- Recognition for your time, dedication, and service

Whether you volunteer once a year or multiple times per season, your contribution truly matters.



VOLUNTEER BENEFITS

Golf Manitoba is proud to recognize and support our volunteers. As a Golf Manitoba volunteer in a support role, you receive:

- **APPAREL**
 - A complimentary Golf Manitoba volunteer hat
- **MEALS**
 - A meal is provided for each event day
 - Drinks & snacks are provided as well

WHAT A VOLUNTEER DAY LOOKS LIKE

While every event is slightly different, and some events require more roles and more volunteers than others, a typical volunteer day includes:

- Arrival at the course (time provided in advance)
- Check-in and volunteer briefing at Tournament Office
- On-course or event support duties
- Breaks
- Complimentary meals
- Snacks, drinks, and coffee available throughout the day
- End-of-day wrap-up

You will always know your schedule, responsibilities, and expectations ahead of time.

WHAT TO BRING

- Sunscreen & Bug Spray
- A bag to stock up on snacks and beverages
- A comfy lawn chair (Golf MB supplies chairs if needed)
- Whatever clothing that is needed given the weather conditions for that day



EVENT SUPPORT ROLES INFORMATION

1. SPOTTERS

Role Overview

Spotters play an important role in assisting competitors and improving the pace of play. They are typically positioned on specific holes where tee shots are difficult to see, landing areas are narrow, or players commonly have trouble finding their ball.

When You Will Work

- Spotting volunteers are used on each day of every championship

Key Responsibilities

- Help locate golf balls
- Indicate to competitors whether they must hit a provisional
- Improve pace-of-play
- Reduce lost-ball situations

Positioning on the Course

Spotters will be assigned to a specific hole and should position themselves where they have the best view of the primary landing zone for tee shots. This is often:

- A narrow fairway
- An area with trees, bush, or long grass
- A hole with limited visibility from the tee

Your goal is to clearly see tee shots and communicate their status to players on the tee.

Equipment Provided

Spotters will be supplied with:

- Green flag
- Red flag
- Small orange locator flags

Please bring a lawn chair for this role. Chairs can be provided if needed.

Flag Communication Procedures

Green Flag — Ball Safe / Clear to Hit

Use the green flag in the following situations:

Ball Located and In Play

- If a tee shot lands in the fairway, or
- If the ball enters a trouble area but you successfully locate it

Wave the **green** flag toward the tee so players know the ball is safe.

Marking the Ball

- If the ball is in rough, trees, or another difficult area but found
- Place a small orange flag near the ball to help the player locate it quickly

Clear to Tee Off

- When the landing area is safe and clear of the group ahead
- Wave the green flag to signal the next group may play

Red Flag — Potentially Lost / Do Not Hit

Use the red flag in these situations:

Ball May Be Lost or Out of Bounds

- If a tee shot enters out of bounds, or
- If it goes into a difficult area and you cannot immediately locate it

Wave the **red** flag toward the tee.

This signals the player should play a provisional ball.

Landing Area Not Clear

- If players ahead are still in the landing zone
- Hold up the red flag to indicate the next group must wait

Once the area becomes safe, switch to the **green** flag.

Best Practices

- Keep your eyes on every tee shot until it stops
- Anticipate where balls are likely to finish
- Be clear and decisive with flag signals
- Prioritize safety at all times
- Communicate only with flags (no verbal rulings)

2. WALKING SCORERS

Role Overview

Walking scorers provide real-time scoring for the final groups on the last day of competition. Each final group will have **two volunteers working together**:

- **Sign Holder** – carries and updates the physical leaderboard sign
- **Digital Scorer** – records scores on a phone using the Golf Genius app

This role helps deliver accurate, timely scoring for spectators, referees, and live leaderboards.

When You Will Work

- Walking scorers are used on the final day of competition for major championships (Amateurs, Mid-Ams, Juniors, & Seniors)
- Assigned to one of the three final groups
- You will remain with your group for the entire round

Team Roles

Sign Holder

Primary duties:

- Carry the physical leaderboard sign
- Display updated player scores after each hole
- Work closely with the digital scorer to change numbers



Equipment provided:

- Leaderboard sign (approx. 15 lbs)
- Waist holster to help support the sign and reduce carrying weight

Digital Scorer

Primary duties:

- Track every stroke for each player on a physical scorecard
- Enter hole-by-hole scores into the Golf Genius app
- Provide updated numbers to the sign holder after each hole

Equipment required/provided:

- Apron containing number cards (E and 1–9)
- Personal cell phone **with working data**
- Golf Genius app (must be downloaded in advance)

Before heading to the course:

- Pick up your **group access code** from the tournament office
- Log into the Golf Genius app and confirm access

Positioning & Movement

- Walk **behind the group** down the fairway
- Maintain approximately **20 yards distance**
- Stay **off the green** while players are putting
- Keep movement minimal when players are hitting
- Follow standard golf etiquette at all times



Scoring Procedure (Hole-by-Hole)

Step 1: Track Strokes

- The digital scorer records each player's strokes on the physical scorecard while walking.

Step 2: Enter Digital Scores

- At the completion of each hole:
 - Enter scores into the Golf Genius app
 - Confirm accuracy with partner before submitting
 - If both are unsure, you may ask a caddy or the players, but please try to limit this

Step 3: Update the Leaderboard Sign

- After entering scores, determine each player's new score relative to par
- Select the correct number from the apron
- Hand the updated number to the sign holder
- The sign holder updates the display

Example Scenario

Starting the round:

- Smith begins at **-2** (red 2 on the sign)
- Woods begins at **+1** (black 1 on the sign)

On Hole 1 (Par 4):

- Both players make **3** (birdie)

Updates:

- Digital scorer enters "**3**" for both players in the app
- Smith moves from **-2** → **-3** → pass red 3 to sign holder
- Woods moves from **+1** → **Even** → pass green E to sign holder

This process repeats after every hole until the round is complete.



Communication Guidelines

- Please refrain from speaking to players during the round
- Exception: If you believe you missed a stroke and need score confirmation
- Be quiet and respectful at all times
- Avoid unnecessary movement when players are preparing or hitting

Best Practices

- Double-check every hole score before submitting
- Stay alert and focused on each shot
- Work closely with your partner
- Maintain professional golf etiquette
- Prioritize accuracy over speed

3. PACE-OF-PLAY – CHECKPOINT

Role Overview

This is a new volunteer role designed to help monitor and support pace of play during the major championships. Two volunteers will serve as checkpoint monitors:

- **Checkpoint 1:** After the 9th green
- **Checkpoint 2:** After the 18th green

Volunteers are responsible for recording group times, performing simple time calculations, and providing standardized notifications to players. This is a **non-confrontational, administrative role**. Volunteers are not making rulings. All volunteer scripts will be provided on the day of the event.

When You Will Work

- Pace-of-Play Checkpoint volunteers are used on each day of major championships (Amateurs, Mid-Ams, Juniors, and Seniors)



Core Responsibilities

- Record the time each group reaches your checkpoint
- Calculate total elapsed time
- Determine:
 - Whether the group is within or over allotted time
 - Whether the group is in position or out of position
- Deliver the appropriate pace-of-play message
- Radio referees when required

Equipment Provided

Each checkpoint will be supplied with:

- Table and chair
- Shaded area
- Pens/pencils
- Radio
- Official timing log sheet

Key Definitions

Allotted Time

- Front 9 target: 2 hours 15 minutes (changes based on event and location)
- Full round target: 4 hours 30 minutes (changes based on event and location)

Out of Position

- More than 14 minutes (14:59) behind the group ahead

Important Policy Note

A group is only subject to penalty when they are:

- Over allotted time and
- Out of position

If they satisfy at least one of these requirements, they are not subject to penalty.



CHECKPOINT 1 — After the 9th Green

Step-by-Step Process

1. Record the group's arrival time
2. Calculate total time played
3. Compare to the 2:15 allotted time
4. Check position relative to the group ahead
5. Deliver the correct message
6. Radio referees if required

Scenario A — Group Within Time

Example

- Tee time: 9:00 AM
- Arrival: 11:07 AM
- Elapsed: 2:07 (within time)

Volunteer Statement

“You are in position. Please continue to maintain your pace of play. Thank you.”

Scenario B — Over Time and Out of Position (Penalty Applies)

Example

- Tee time: 9:00 AM
- Arrival: 11:18 AM (3 minutes over)

Volunteer Statement

“Your group is out of position at the first checkpoint and is subject to a one-stroke penalty. Please make every effort to regain your position.”

Action Required

- Radio referees: “Group X is out of position and over their allotted time.”

Scenario C — Within Time but Out of Position (No Penalty)

Example

- Group is within 2:15
- Group is more than 14 minutes (14:59) behind the group ahead

Volunteer Statement

“You are within your allotted time, but you are more than 14 minutes behind the group ahead. Please work to close the gap and maintain your position.”

Note

- Provide referees with a heads-up to monitor the group.

CHECKPOINT 2 — After the 18th Green

When Group Meets Requirements

(Within allotted time or in position)

Volunteer Statement

“Your group is in position. Thank you and please proceed to scoring.”

When Group Fails Both Requirements

(Over time and out of position)

Volunteer Statement

“Your group is out of position at the second checkpoint and is subject to an additional one-stroke penalty. The Committee will review in scoring.”

Action Required

- Radio referees:
“Group X is out of position and over their allotted time, please meet them at the scoring area.”

Radio Communication Guidelines

When to Radio

- Group is over time and out of position
- A referee is requested due to player interaction

When Not to Radio

- Group is in position and within time
- Minor gaps that do not trigger policy

Optional Heads-Up

You may notify referees after Checkpoint 1 if a group appears to be trending behind.

Handling Tee Time Delays

At times, the starter may radio that the tee is behind schedule.

Example radio call

“We are behind 2 minutes starting with Group 10.”

Required Action

- Adjust the group’s effective tee time
- Recalculate their checkpoint target time

Example

- Scheduled tee time: 10:00 AM
- Actual tee time: 10:02 AM
- New front-nine target: **11:17 AM**

Always use the **adjusted tee time** for calculations



Player Interaction Protocol

This role must remain calm, neutral, and non-confrontational.

Primary Response (Standard)

If questioned, say:

“Any review of pace of play will take place in the scoring area.”

If the Player Continues

Repeat once:

“I’m only responsible for providing the checkpoint notification. The Committee will review everything in scoring.”

Then disengage and allow play to continue.

Best Practices

- Record times immediately and accurately
- Double-check calculations
- Speak clearly and professionally
- Keep interactions brief and neutral
- Remember: volunteers are not issuing rulings
- Direct all detailed questions to a referee

4. REGISTRATION

Role Overview

Registration volunteers provide the first point of contact for competitors and caddies at each championship. This is a straightforward, customer-service-focused role that supports the smooth check-in and preparation of all participants.

Volunteers will typically work alongside the **Director of Administration, Amy Coggan**, and assist with daily registration operations.

Registration duties take place **each day of the event** at every championship.



Core Responsibilities

- Greet players and caddies in a friendly and professional manner
- Check in competitors and confirm their participation
- Assist with distribution of event materials
- Distribute and collect caddie bibs as directed
- Answer basic participant questions
- Direct more complex questions to staff or a referee

Materials Commonly Distributed

Volunteers may assist with handing out:

- Pin sheets
- Notice to Players
- Local Rules documents
- Caddie bibs
- Other championship materials as required

Daily Process

Registration volunteers should:

1. Arrive at the assigned time and check in with Amy Coggan
2. Help prepare the registration area and organize materials
3. Greet each arriving player or caddie
4. Confirm the participant's name and check them in
5. Provide the appropriate materials
6. Answer basic logistical questions
7. Keep the registration area organized and professional



Communication Guidelines

- Be welcoming and professional at all times
- Keep lines moving efficiently
- If unsure of an answer, refer the individual to Amy or a Rules Official
- Avoid providing rulings or technical interpretations

Best Practices

- Stay organized and attentive
- Speak clearly and courteously
- Ensure each participant receives the correct materials
- Maintain confidentiality of player information
- Help create a positive first impression for the championship

HOW TO GET INVOLVED

Email: sam@golfmb.ca

Website:

- Volunteer Opportunities: <https://www.golfmb.ca/volunteering/>

Email Sam for information on other volunteer roles like Rules, Starting, Course Rating, The Board, and The Committees.