

# TOURNAMENT PREPARATION





THE  
**OPEN**  
144<sup>TH</sup> ST ANDREWS



U.S. OPEN  
  
2019  
PEBBLE BEACH





∞ EXCEED THE EXPECTATIONS OF  
EVERY GUEST,

∞ BY PROVIDING A ONCE IN A  
LIFETIME EXPERIENCE...

∞ EVERY TIME.



# WHAT WE BELIEVE

Trust & Integrity

Enriched Employees

Accountability

Maximize Financial Performance

World Class Service

Open Communication

Respect Our Neighbors

Keep Improving



# HOW WE SUCCEED

Pleasantries

Basic Rule 15-10-5

Solving Problems

Telephone Etiquette

Attention to Detail

Name Recognition

Directions

Anticipatory Service

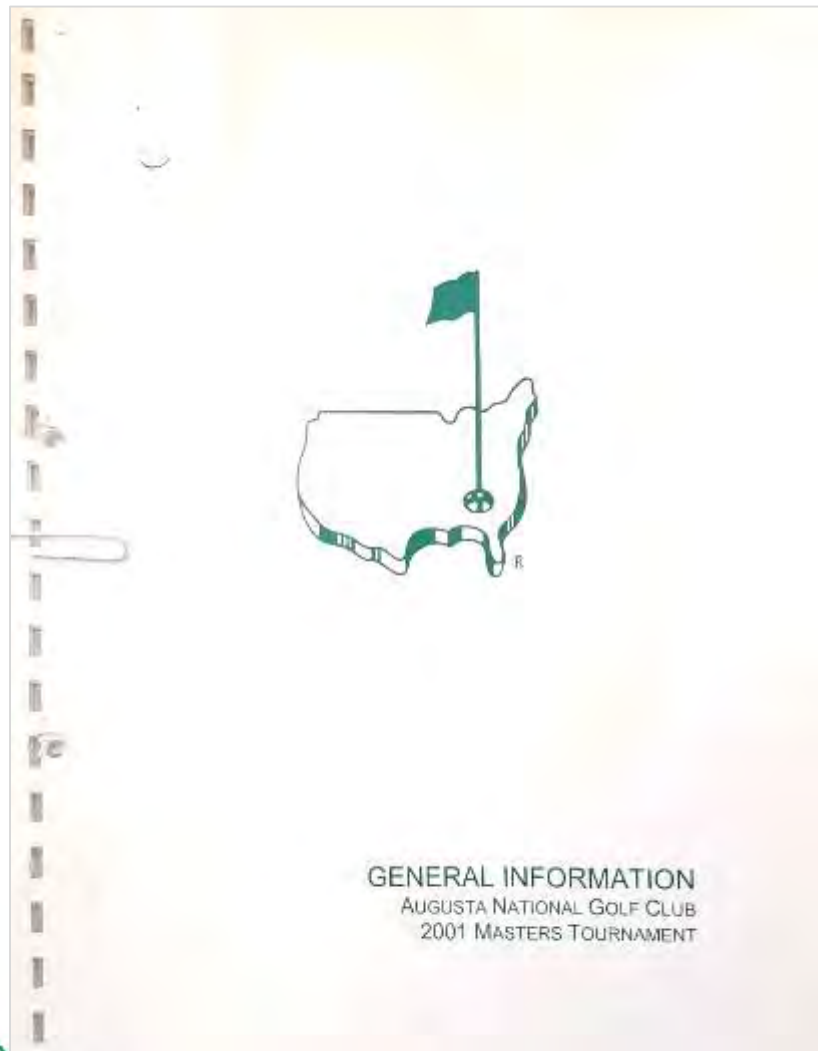
Resort Knowledge

Dress with Pride

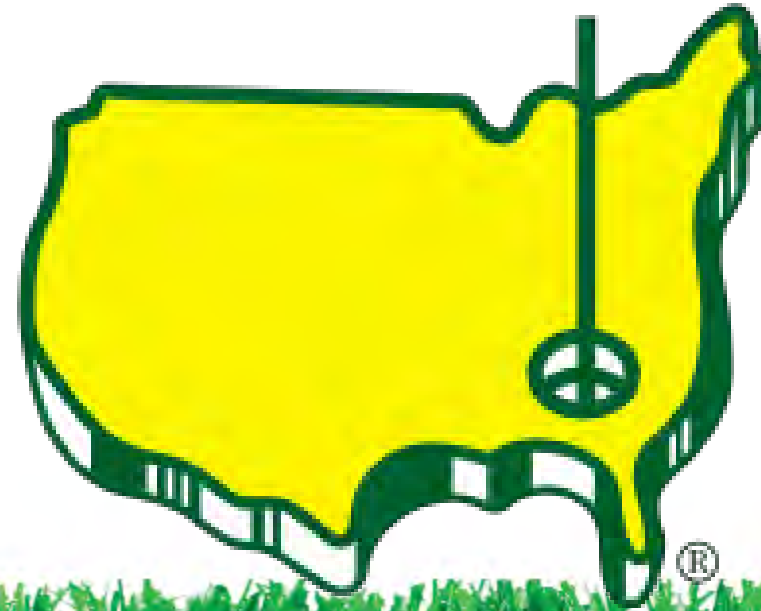
Safety



# 364 days to tournament



  
*MASTERS  
TOURNAMENT*



The US Open was the 6<sup>th</sup> televised event in 12 months



# Par 3 Golf Course becomes the Tournament Village





# Trial before you try



# Very low staff turn over



# Share the vision & delegate

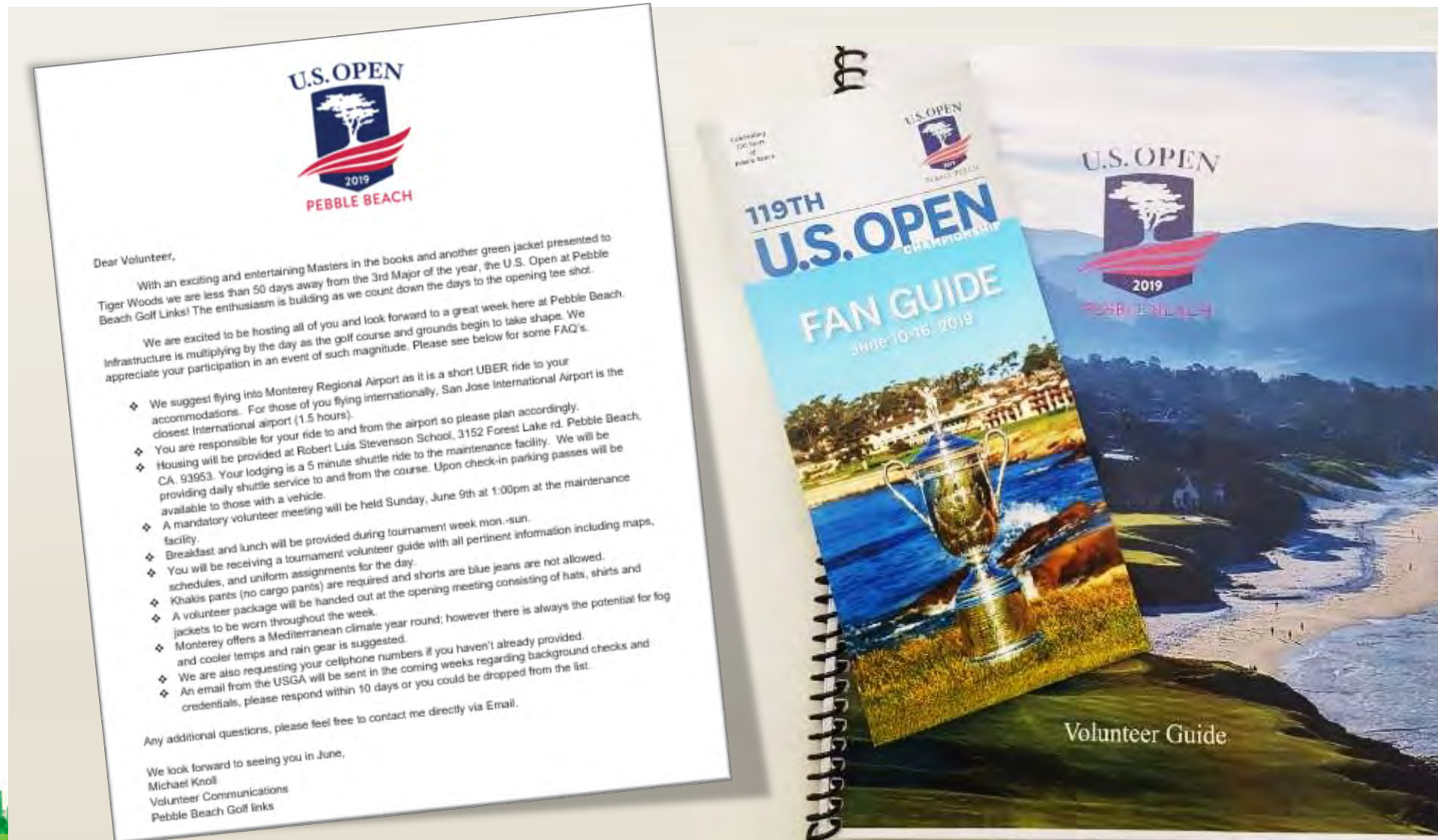


# Your pre-organization determines the end result





# Send Volunteer Invitations



# Book volunteer accommodation



# SYMBIOTIC RELATIONSHIP





# Budget & Check list



- Additional equipment, grinding, bedknives, workshop support
- Irrigation back up spares
- Ensure pumps are serviced prior to event
- Sand Capping of bunkers
- Tournament meals – crew & volunteers
- Tournament hand out – crew & volunteers





# 3 colour zones great idea to reduce congestion



Cart Number	Names	Assignments	Side
	Brian Fuentes/ Jason Fuentes	Mow Greens	Front 9
	Theo Schiel/ Jarrett Lower	Mow Greens	Front 9
	Greg Jones/ Nicolas De Schutter	Mow Greens	Back 9
	Anthony Gallaro/ Eric Langford	Mow Greens	Back 9
	Zach Meres/ Martin Miguel/ Austin Daniels/ Devin Cullen/ Victor Sandoval	Mow Fairways	Front 9
	Jonathon Fredricks/ Juvenio Lopez/ Efin Novotny/ Tim Powers/ Ryan Stevens	Mow Fairways	Back 9
	Conner Giles	Mow Lower Tee	Front 9
	Daniel O' Conner	Mow Hurrier	Back 9
	Steven Spatafore/ Aiden Donnelly	Mow Greens Cleanup	Front 9
	Ross Niewola/ Fabian Pacheco	Mow Greens Cleanup	Back 9
	Romeo Castaneda/ Jamie Wright	Mow Tees	Front 9
	Sal Guerra/ Manuel Flores	Mow Tees	Back 9
	Juan Ruiz	Mow Approaches/ Collars	Front 9
	Edi Frausto	Mow Approaches/ Collars	Back 9
	Raul Aguilari/ Micah Woods	Tee Setup	Front 9
	Luis Parra/ Placido Zarco	Tee Setup	Back 9
	Masaki Sato/ Brandon Schwigetz	Blow out Fairway Bunkers	Front 9
	Tim Siedgley/ Seth Smith	Blow out Fairway Bunkers	Back 9
	Ben Fischer/ Stefano Allevi	Fairway Bunkers- Fan rake	Front 9
	Paul Barry/ Alex Baum	Fairway Bunkers- Fan rake	Back 9
	Robert Birdsall/ Jeff Blanc	Fairway Bunkers- Fan rake	Front 9
	Curtis Kono/ Ryan Kono	Fairway Bunkers- Fan rake	Back 9
	Bryan Cox/ Jason Bruno	Fairway Bunkers- Fan rake	Front 9
	Todd Newell/ Pete League	Fairway Bunkers- Fan rake	Back 9
	Derrick Dreyer/ Idris Evans	Fairway Bunkers- Fan rake	Front 9
	Brady Forshey/ Paul Harris	Fairway Bunkers- Fan rake	Back 9
	Colin Montgomery/ Zack Moxley	Spotwater Fairways/ Rough	Front 9
	Eduardo Gutierrez/ Daniel Heckman	Spotwater Fairways/ Rough	Front 9
	Matt Simonds/ Scott Liddle	Spotwater Fairways/ Rough	Back 9
	Luke Jackson/ Colton Janicek	Spotwater Fairways/ Rough	Back 9
	Andrew McDaniel/ Dean Lenertz	Greens Banks- spotwater, fluff	Front 9
	Michael Mignacca/ Dennis Grounds	Greens Banks- spotwater, fluff	Back 9
	Patrick Kerr/ Jared Kief	Spotwater Tees	Front 9
	Justin Bradbury/ Brad Benino	Spotwater Tees	Back 9
	Joan Peterson/ Luis Pinto	Whip IR, Divots, Trash	Front 9
	Cameron Porter/ Maggie Reiter	Whip IR, Divots, Trash	Back 9
	Hector Mejia/ Eric Johnson	Change Cups	Front 9
	Shawn Houseknecht	Change Cups	Back 9
	Michael Knoll/ Kenton Brunson	Water Greens	Front 9



# Tee alignment





# Equipment



# Grind reels & replace bedknives

Grind Reels



Change bedknives

**FOLEY**  
COMPANY



# Check Accessories & Tools



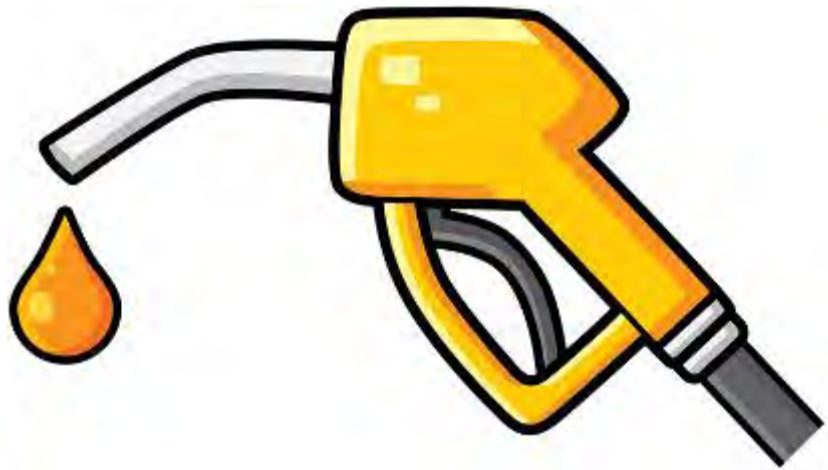


# Ensure a clean and organized workshop



# Fuel & Oil

- Ensure sufficient fuel & oil for the event.
- Have a system in place & agree on a price with parties purchasing fuel on site.



# Workshop manager



# Hose pipes with misting nozzles or preferably knapsacks in case of heat



# Ensure enough Rakes



Used for bunkers as well as standing up the grass



# Blowers – ensure that they have all been serviced



# Whipping poles

Whipping poles for dew removal & breaking down clippings –  
tyre tracks can make or break the appearance of a course on TV



# Response Vehicle per 9



2 x Squeegee rollers  
1 x Blower  
2 x Whipping poles  
1 x Cup sizer  
1 x Irrigation main line valve  
1 x Spade  
1 x Satellite key & 1 valve key  
6 x Bunker rakes





# Volunteer and staff uniforms



# Staff & volunteer food orders or vouchers?



- Breakfast + juice
- Lunch + Powerade
- Dinner + 1 chocolate






# Bunker Sand Capping

Ensure that the bunker colour is uniform for TV coverage





Ensuring your edging is as close to the original design as possible, sand levels are 100 – 150 mm throughout the base of the bunker

# Walkways

