



**Volunteer
Information Packet**

Who is Golf House Kentucky?

Golf House Kentucky is a unique umbrella organization that manages the Kentucky Golf Association, Kentucky PGA Section and Kentucky Golf Foundation. Founded in 1978 by the Kentucky Golf Association and Kentucky PGA Section, Golf House Kentucky is headquartered in a picturesque country setting in Louisville, Kentucky. Golf House Kentucky conducts competitions for golfers of all ages, gender and skill levels, and provides valuable services to Kentucky PGA Professionals and member golf facilities. Working in partnership with the USGA, Golf House Kentucky provides individual golfers and member golf facilities with a wide range of services: Handicapping, USGA Course and Slope Rating, award programs, club consulting and golf management software. The family's philanthropic affiliate, Kentucky Golf Foundation oversees the Kentucky Golf Hall of Fame, Golf House Museum and programs to fulfill its core purpose to positively impacting Kentucky youth through golf.

Golf House Kentucky Volunteer Program

The GHK Volunteer Program is designed to assist GHK in providing the highest level of service to golfers and golf clubs all across Kentucky. These enthusiasts donate their time and experience to the family of organizations for the love of golf and the promotion and preservation of the true spirit of the game. The interaction between the staff and the volunteers is a key ingredient in successfully implementing and administrating the many functions of the associations.

GHK volunteers are like a can of mixed nuts. Their personalities are pleasantly varied and their skills and expertise run the gamut of the professions and backgrounds. This is good because they perform an equally wide variety of functions.

Besides a passion for golf (regardless of playing ability), and a desire to give back to the game, the only requirement the GHK asks of its volunteers is professionalism and a dedicated work ethic. If a volunteer meets that criterion, the GHK takes care of the rest with its online and onsite shadow training programs.

As Golf House Kentucky expands its programming, more volunteers are needed. It is forecasted that in the next three years GHK will need a volunteer core of over 50 volunteers for a variety of volunteer roles. If you or someone you know has a passion for golf and wants to give back to the game, call the GHK office and explore how your skills and experience can be utilized as a GHK volunteer. Contact Connie Saner at (502) 243.8295 ext. 306 or csaner@kygolf.org

What's in it for me?

The number one reason most of our volunteers enjoy supporting GHK events and activities is it allows them an opportunity to give back to the game. GHK events provide an opportunity for volunteers to meet one another and view quality golfers playing courses they are familiar with, sometimes even their home club. Additionally, at each event all those assisting are provided lunch. Whether it be a time commitment at events, or as a monetary gift, all assistance with our efforts to conduct great championships is valued.

The GHK is a nonprofit organization and individuals who volunteer for the GHK may be able to deduct their time and travel expenses as a tax-deductible contribution to the association. Volunteers must substantiate their volunteer work and should keep copies of starting times, Notice to Players, and other documentation received at qualifiers and championships to satisfy IRS requirements. The GHK annually distributes a Volunteer Service Letter, which along with the documents above will assist you in verifying your volunteer work.

Volunteer Frequently Asked Questions

How many volunteers are needed?

Volunteers have the opportunity to serve in some capacity over 200 days per year, hence there is no limit to the number of volunteers needed. We need dedicated people who want to give back to the game of golf with a wide variety of skills.

Who makes a good volunteer?

Good volunteers are golfers who are knowledgeable about golf and have time to dedicate as a volunteer. This person does not have to be a great player or a rules expert, but they do need to love the game, be active and a respected member of Kentucky golf community, able to commit the necessary time and money required to complete their assignments and be quick learner fully. Great target audiences are community/industry leaders, retirees, tournament players, and people who are currently or recently have served on their clubs (Public of Private) boards.

How do I recommend someone to be a volunteer?

If you know a person who could be a quality volunteer, notify the Executive Director or the Volunteer Committee Chairman who the person is and how they can be contacted. However, remember, you represent the association as a committee member not the final decision maker. Hence, do not mislead the person that they will automatically be accepted as a volunteer. A large majority of recruits will be approved as a volunteer, but keep in mind not everyone is GHK volunteer material.

What type of commitment is expected of a volunteer?

A volunteer is expected to comply with the following two requirements:

- Continuing Education – A volunteer is expected to review the materials provided to them before a volunteer day.
- Representation of the Association – A volunteer is a representative of the association. Hence, their actions must in no way jeopardize or cause harm to the association or its image.

What training will a volunteer receive?

Training for volunteers will be available via website and email. Annually, the association will provide training for volunteers in tournament administration and course rating.

Should the volunteer expect their expenses to be paid for by the association?

Contributing to GHK and the game of golf is volunteer work! A volunteer is one who performs services of their free will. Most volunteer work is understood to be “unpaid.” Satisfaction of “a job well done” may be the only primary reward for this service. However, a volunteer does have some tangible compensation in the form of uniforms, food and beverage, mementos and receptions.

Volunteer Roles

The most common volunteer role is working as a Tournament Volunteer at one of the many tournaments. Other volunteer duties include assisting staff with USGA Course and Slope Rating, the Kentucky PGA Junior Tour, marketing, and contributing as a writer for one of the GHK communications tools.

Tournament Volunteers

Tournament volunteers help administer over 200 days of competition each year including the Association’s statewide tournaments, and USGA qualifying. Volunteer’s attendance and performance are reviewed annually and must be approved for renewal.

What are the different roles and opportunities at events?

Remember that in whatever capacity or role you are serving, the Staff in Charge (SIC) is happy to answer any questions you may have. Each volunteer is provided a radio or given a phone number to use throughout the day and is encouraged to radio in any question they may have. The Golden Rule is “WHEN IN DOUBT ASK.” While the SIC has the final decision in all matters, fellow volunteers, and other staff are always happy to answer any question you may have. Based on their level of experience, Tournament volunteers are designated into one of the following categories: Forecaddies, Logistics Specials, Registration, Scoring, Starter, and Certified Rules Official.

Forecaddie

The forecaddie is positioned on areas of the course that present a challenge to the players and they assist the players locating their golf balls to help maintain a quality pace of play.

Logistics Specialist

The logistics specialist assists in helping make the tournament run smoothly for all involved players, Certified Rules Officials, Forecaddies, Starters, and Scorers.

Registration

The registration volunteer welcomes players upon arrival and acts as a key information source by providing them critical onsite information.

Scoring

The scoring table is the last stop during a competitive round of golf. Once players walk off the 9th or 18th green they turn their scorecards in at the scoring table. *Qualifications – Must be comfortable speaking with players as well as quick with addition and not intimidated by computers. May be involved with scoreboard as well. Scoreboard -* The scoreboard is very visible at events and a neat scoreboard can pop! GHK prints its scoreboards via their large printer and then has individuals write the players' scores in at events. *Qualifications – Neat Handwriting and the ability to work each day of the event is preferred. In some cases a step stool is utilized so you need to feel comfortable being on such stool.*

Starter

The starter is often the first association representative a player will see at an event. The starter stays at the 1st or 10th tee during a wave of tee times informing players of the order of play and relaying to players that day's instructions or special announcements. *Qualifications – Must be punctual and comfortable speaking with players. Starting is a great way to become involved with the GHK and a great way to meet players, staff, Board Members, and fellow volunteers.*

Certified Rules Official (CRO)

A CRO is out on the golf course throughout the majority of the day. A CRO is there to assist players with any rules situations that may occur on the golf course. A CRO is the most commonly needed position at any GHK event. *Qualifications – Tournament volunteers who have successfully demonstrated their willingness to serve and who meet the specified criteria are eligible for appointment to become a Certified Rules Official. CRO are appointed on an annual basis (calendar year) and must have fulfilled all of the following requirements to be considered a CRO: A) Attended a USGA/PGA Rules of Golf Workshop in last four (4) years and scored 75% or higher on the main test OR scored 85% or higher on the basic exam, B) annually attended the GHK Tournament Administration Workshop; C) Passed the Golf House Kentucky Tournament Administration exam.*

How to Become A GHK Volunteer

Volunteers are a rare and special breed who give back to the game they love by dedicating their time, knowledge, and experience so that the GHK can continue its ongoing mission of upholding the integrity and traditions of the grand game of golf. GHK Volunteers spend many early mornings and long afternoons at the golf course carrying out their assigned duties with pride and precision.

If you are interested in becoming a GHK Tournament volunteer, please complete the following steps:

STEP #1: REGISTER

Volunteers register online at kygolf.org (see volunteer tab on upper right corner)

STEP #2: ORIENTATION

Once your Volunteer Profile has been received and approved, we will conduct an online orientation with you to give you a better understanding of our association. At this time you will be asked to select the days you would like to volunteer.

STEP #3: TRAINING

After your orientation, we will coordinate a day in which you will be partnered with an experienced Tournament volunteer or staff member in your area of desired interest so that you can shadow them and observe first-hand what it takes to conduct the finest Tournaments in the state.

Volunteer Policies

Personal Health

The tournament season can be both physically and mentally demanding, so it is important to take the necessary precautions. Volunteers often will be enduring long hours, extended travel, and exposure to the outside elements. It is important to pay attention to your diet while on-site at championships. Please keep the GHK staff aware of any health issues that you may have, so the necessary precautions and considerations can be made. Health is an important part of holding up your commitment to the team.

Sun Exposure

As a tournament volunteer a lot of time will be spent exposed to weather elements. Much of the year the biggest concern will be sun exposure and extreme heat. It is important to wear sunblock, a hat, and sunglasses to reduce sun exposure. Staying cool can become an ongoing battle. Staying hydrated by drinking lots of water and other liquids, and taking breaks indoors are essential to fighting the summer heat.

Alcohol Use

During association meetings, events and competitions Directors and Volunteers live in a glass house as far as the public is concerned. Even minor use of alcohol can prevent the clearest of judgments and the association cannot risk exposing itself in this manner. Directors and Volunteers shall refrain from drinking alcoholic beverages while they still have responsibilities for the day. When a Director or Volunteer no longer has responsibilities for the day they may drink alcoholic beverages; however, it is preferred this only take place in the clubhouse. The only exception to this rule shall be when a Director or Volunteer is present at a dinner or cocktail party in which alcohol is offered.

Tobacco Use

Use of tobacco products is a choice of an individual; however, many individuals choose not to use tobacco products and prefer not to be near those that do. Please be respectful of these individuals, by using tobacco products in moderation and discretely when representing the association.

Uniforms

Volunteers are asked to wear a general uniform of khaki slacks/shorts, white golf shirt and comfortable closed toed shoes. A GHK hat and a temporary name tag will be provided.

Association Apparel

When wearing association apparel, volunteers are viewed as an official association representative. Whether a volunteer is working at a championship, playing in their own club's events or shopping in the mall, if they are wearing the association logo, they are GHK to those who observe them; thus a volunteers' dress and behavior should always reflect favorably on the association.

Scheduling

GHK understands a volunteer can be time-consuming commitment at times. Thus, it is important that all volunteers take the time to plan out their personal volunteer schedule as to not disrupt their personal life and avoid being worn down from the demanding schedule. It is an expectation GHK Volunteers will serve at events and activities in their home area as often as their schedule allows.

Staff Communication

Communication between staff and volunteers is the key to making our operations run smoothly and consistently. If a question is asked of you by a player, club staff, etc., and you have any doubt whatsoever, please ask a GHK staff member for confirmation. Any Rules of Golf situation should be relayed to a SIC or Rules Rover before action is taken to ensure the situation is handled consistently with similar occurrences.