

REGISTRATION INSTRUCTIONS

BASIC DUTIES

- Greet the players as they arrive and make them feel like they are important
- Registration volunteers are responsible for doing onsite registration of the players and if applicable handing out player gifts or important information documents

APPROPRIATE ATTIRE & ACCESSORIES

- Wear the volunteer uniform (name badge, shirt, hat).
- Wear comfortable shoes; no steel spikes.
- Rain suit or umbrella if necessary.
- Volunteer Packet
- Water/Gatorade

CHECK-IN

- Please report to the admin area to report for duty
- Pickup radio and other pertinent supplies as deemed necessary by the Staff in Charge

HOW TO BE AN EFFECTIVE REGISTRAR

A registration area is set up at certain tournaments where it is necessary to have the players check in upon their arrival before they start the competition.

- The registration area should be prepared and staffed, minimally one hour prior to the first scheduled starting time.
- Volunteers staffing this area should remember they will most likely be the first representative to have contact with a player. A pleasant greeting and helpful attitude goes a long way to making players feel welcome.
- The registration area becomes the information center for the event and volunteers may be asked a variety of questions from players, spectators and interested club members.
- Become familiar with the location of:
 - Practice areas
 - 1st and 10th tees
 - Restrooms / Locker rooms
 - Concession area
 - Golf Shop
- The registration table should have a pairing list facing players to allow them to verify their starting time. Additionally you should have a pairing and alpha starting list to work with, pen/pencil, highlighter and radio.
- Highlight the player's name on your work copy of the pairings list.
- The Staff in Charge should also keep you informed of any withdrawals, as well as alternates that may be on site, which should be recorded on the same sheet.
- As players check in, ask them to confirm their starting time and tee; please don't tell them. If the player does not remember, have them look at the pairing sheet and confirm his starting time and tee. This ensures the player cannot blame the committee if they are late to the tee or report to the wrong tee.
- The registration area is also where other important details are handled such as:
 - Providing players important information documents, e.g. Pace of Play Policy
 - Hand out player gifts
 - Collect Skins money
- As the first scheduled starting time of the day approaches, you may wish to contact the starter(s) and inform them all players for the first few times are on site or a player is missing from a specific time. The starter may also contact you to see if a player has checked in because they may not yet have arrived at the tee and their starting time is approaching.

REGISTRATION INSTRUCTIONS

- When all players have checked in, inform the Staff in Charge and check in with them as to how you should proceed.
- Be sure you are aware of the inclement weather policy and procedures

REPORTING ON-COURSE SITUATIONS (Notify Staff in Charge, or the Rover if one of these situations arises)

- Examples of on-course situations include:
 - Rulings
 - Medical
- When conveying the information, provide specifics as to:
 - Location of situation, e.g. hole #6, left side, drive zone
 - Type of situation
 - Who is needed (staff, medical, rover)
- If a GHK radio is assigned the day of the event, then please use that radio to contact the SIC or the Rules Rover. If a radio is not assigned a phone number will be provided for the volunteer to call.

INCLEMENT WEATHER

- Be sure you are aware of the inclement weather policy and procedures
- Refrain from using a radio during weather alert periods
- Be aware of the nearest safe zone for you, players and spectators
- SUSPENSION OF PLAY
 - Discontinuance of play (controlled by SIC or Rover) occurs with one prolonged airhorn note
 - Resumption of play occurs with two short airhorn notes repeated
 - During a suspension, volunteers should seek shelter by referring to the Course Evacuation Plan

REGISTRATION REVIEW

- You are the first point of contact, make the player feel welcome
- Don't tell a player their starting time, make them look at the sheet
- Please remember to keep your radio on at all times!