



John Cook, Defending Champion

**OF COURSE IT  
WILL  
BE BIG.**

**IT'S TEXAS!**

**AT&T Championship**

**Oak Hills Country Club  
San Antonio**

**October 19-25, 2009**

*25<sup>th</sup> Anniversary*  
*Volunteer Handbook*

210.698.3582 phone 210.698.3585 fax



PRESENTED BY Alcatel-Lucent 

Dear Championship Volunteers:

On behalf of AT&T Champions Charities, Oak Hills Country Club, PGA Champions Tour, and Tournament Staff, welcome to the 2009 AT&T Championship presented by Alcatel-Lucent and our 25<sup>th</sup> Anniversary!

The 2009 event is looking better and better with each passing day. Our field of professionals, led by two-time Defending Champion John Cook, is once again one of the strongest on the Champions Tour. Players expected to compete this year include Jay Haas, Fred Funk, Bernhard Langer, Loren Roberts and Mark O'Meara. Tour Veterans Ray Floyd, Tom Kite, Ben Crenshaw, Hale Irwin and Fuzzy Zoeller are also planning to attend. I'm sure these guys will provide a ton of excitement at Oak Hills during the course of the week.

The AT&T Championship is also reaching for new highs in our history of charitable giving. Over 30 San Antonio charitable organizations will directly benefit from this year's event. The Champions Tour is about "Giving Back", and we're proud to be doing just that.

Of course the Championship would not be a success without you, one of the 850 plus volunteers that make this thing go. Your time and effort is very much appreciated. Hopefully you are able to mix in a little fun as well!

On that note please remember to join us for the Scenic Loop Café "Volunteer Appreciation Party" scheduled to begin immediately following play on Saturday, October 24<sup>th</sup> in and around the Michelob 19<sup>th</sup> Hole Hospitality Tent. Warm up your voices because we'll have "karaoke" available for everyone's entertainment. A drawing for various prizes will be going on during the evening as well.

Thanks again for all you do! We hope you enjoy the AT&T Championship presented by Alcatel-Lucent and plan to come out and help us celebrate our 25<sup>th</sup> Anniversary.

Regards,

Colby Callaway  
Tournament Director



## **Tournament Staff**

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## Tournament Fact Sheet

<b>DATES:</b>	October 19-25, 2009
<b>SITE:</b>	Oak Hills Country Club
<b>PAR:</b>	72
<b>FORMAT:</b>	54 Holes of stroke play competition without a cut. A two-day Pro-Am precedes the tournament.
<b>PURSE:</b>	\$1.7 million with a first place check of \$255,000.
<b>FIELD:</b>	78 Champions Tour Professionals, led by two-time defending Champion John Cook.
<b>HISTORY:</b>	25th Anniversary Event. Past winners include notable Champions Tour Members Lee Trevino, Craig Stadler, Mark McNulty, Jay Haas and Fred Funk.
<b>BENEFICIARIES:</b>	All proceeds from the Championship will support AT&T Champions Charities.
<b>CONTRIBUTIONS:</b>	To date over \$4.75 million has been raised for local charities.
<b>ATTENDANCE:</b>	Estimated attendance for 2008 was 40,000 spectators for the week.
<b>TELEVISION:</b>	The Golf Channel 6:30 pm – 8:30 pm CST on 10/24 (Tape Delayed) 6:30 pm – 8:30 pm CST on 10/25 (Tape Delayed) 6:30 pm – 8:30 pm CST on 10/26 (Tape Delayed)
<b>VOLUNTEERS:</b>	<i>More than 850 volunteers annually contribute more than 13,500 hours of service to help make the tournament a success.</i>
<b>Charitable Contribution:</b>	<i>Over \$350,000 was donated in 2008 to over 30 local charities.</i>

## ***PLAYERS***

Some of the other top players expected to attend include:

Chip Beck	Ben Crenshaw	Bruce Fleisher	Scott Hoch
Raymond Floyd	Jay Haas	Tom Kite	Bernhard Langer
Bruce Lietzke	Gil Morgan	Larry Nelson	Nick Price
Dana Quigley	Loren Roberts	Craig Stadler	Jeff Sluman
Jim Thorpe	Lee Trevino	Fuzzy Zoeller	Mark O'Meara



## Schedule of Events

- Monday, October 19** Monday Pro-Am, Oak Hills Country Club – 1:00 pm Shotgun Awards Ceremony immediately following play in the Mixed Grill Champions Tour Open Qualifying-Cedar Creek Golf Course  
**AT&T Gate Day – Free Admission**
- Tuesday, October 20** Tuesday Pro-Am @ Briggs Ranch Golf Club – 10:00 am Shotgun Awards Ceremony immediately following play at Briggs Ranch GC Professional Practice Rounds – Oak Hills – 8:00 am  
**Championship Pro-Am Pairings Party –The Westin La Cantera Resort**  
5:30 pm Cocktails/6:30-8:00 pm Dinner/8:00 pm Pairings  
(Invitation Only) Casual Attire  
**AT&T Gate Day – Free Admission**
- Wednesday, October 21** Championship Pro-Am, Oak Hills Country Club - (7:30 am & 12:30 pm)  
Champions Tour Player & Wives Charity Visit-Warrior & Family Support Center at Ft. Sam Houston – 12 Noon  
**Championship Pro-Am Wednesday Awards Party**  
“Michelob Ultra 19<sup>th</sup> Hole” Hospitality Tent (begins around 5:30 pm/awards not presented until completion of play)  
**AT&T Gate Day – Free Admission**
- Thursday, October 22** Championship Pro-Am, Oak Hills Country Club – (7:30 am & 12:30 pm)  
**Championship Pro-Am Thursday Awards Party**  
“Michelob Ultra 19<sup>th</sup> Hole” Hospitality Tent (begins around 5:30 pm/awards not presented until completion of play)  
**AT&T Gate Day – Free Admission**
- Friday, October 23** Championship Competition, Round One - #1 & #10 (first tee time 10:30 am )  
The Dennis Walters Golf Show – 1:00 pm – Driving Range  
Televised on The Golf Channel (tape delayed 6:30 – 8:30 pm CST)  
**Military Appreciation Day**
- Saturday, October 24** Championship Competition, Round Two – #1 & #10 (first tee time 10:30 am)  
Scenic Loop Café “Volunteer Appreciation Party” – Michelob Ultra 19<sup>th</sup> Hole Hospitality Tent (immediately following play)  
Televised on The Golf Channel (tape delayed 6:30 – 8:30 pm CST)  
**Military Appreciation Day**
- Sunday, October 25** Championship Competition, Final Round –#1 & #10 (first tee time 10:30 am)  
AT&T Championship Awards Ceremony - 18<sup>th</sup> Green  
(immediately following play)  
Televised on The Golf Channel (tape delayed 6:30 – 8:30 pm CST)  
**Military Appreciation Day**

## Committee Chairpersons

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## General Volunteer Information

*This volunteer handbook is a general guide of information for the 2009 AT&T Championship presented by Alcatel-Lucent. Please take the time to read and familiarize yourself with its contents.*

*Our tournament staff, AT&T, Alcatel-Lucent and our charities appreciate the donation of your valuable time and efforts in making the tournament a success. THANK YOU!*

## Volunteer Badge Information

*You will receive one (1) week-long volunteer badge for volunteering at this event. Please keep this badge with you and visible at all times. Your badge is your ticket into the tournament all seven days. On days when you are not volunteering and would still like to attend to watch golf, your volunteer badge will still get you admitted. Please pin your badge on the front right of your shirt, do not pin your badge to your hat, pants or shorts. Your help with this is appreciated.*

## Volunteer Apparel

*All volunteers must wear the official uniform while working during the tournament. The uniform consists of a blue golf shirt from World Golf Collection, baseball cap or visor. We ask that you wear only the uniform provided. We ask that on the days you are not volunteering that you do NOT wear your volunteer uniform to the tournament.*

*We ask that you wear your badge on the front right of your shirt. Also, please do not wear any other badges or pins other than your volunteer badge when volunteering. This will be appreciated by our Admissions volunteers.*

*All volunteers are required to wear khaki or tan pants, skirt, capri's or shorts (skirts and shorts should be no shorter than three (3'') inches above the knee). **ABSOLUTELY NO GOLF SPIKES PLEASE!***

*If a volunteer shirt needs to be exchanged for another size, this may be done on Saturday, October 17<sup>th</sup> from 10 am -12 noon in the Tournament Office at Oak Hills Country Club. Please fold and repackage the shirt in the plastic bag.*

## Volunteer Schedule Conflict

**Should you be unable to make your scheduled volunteer shift the day of your assignment, please contact your chairperson first. Committee chairmen contact information is located in this Handbook.**

**If your chairperson is not available, please contact the Tournament Office at 210-698-3582.**

## 2009 Volunteer Package

*You are asked to commit 4 shifts, or a total of 18 hours, either before or during tournament week. However, you are more than welcome to work more shifts. Check with your committee chairperson as to your work schedule and any additional times to volunteer.*

- 1 blue golf shirt from World Golf Collection
- Baseball cap or women's visor
- Volunteer Badge (grants admission all week)
- Volunteer Parking Pass
- Volunteer Lapel Pen
- Ticket book (Friday-Sunday)
- Free lunch and beverage provided on days worked

## Volunteer Appreciation Party

Join us for good music, food, drinks and great conversation. We'll be giving away great raffle prizes. It is sure to be a wonderful time!

**Date:**           **Saturday, October 24<sup>th</sup>**

**Time:**           **Directly following Championship play or approximately 5:30 pm**

**Place:**           **Michelob Ultra 19<sup>th</sup> Hole Hospitality Tent**

**Sponsor:**       **Scenic Loop Café ([www.scenicloopcafe.com](http://www.scenicloopcafe.com))**

Please bring your volunteer badge to be used for admittance. We know you work very long hard hours, which takes you away from your family during the week, but please keep in mind that this party and raffle is exclusive to volunteers so we ask that no spouses, children, or friends be invited.

Shuttles will be running to/from the Volunteer Parking and the Volunteer Party for your convenience.



## **Concessions and Meals**

**Public concession stands are located throughout the course. They serve a variety of sandwiches, burgers and beverages.**

**Volunteers will receive their daily meals in the Volunteer Tent located at the pool. Please note that each volunteer will receive one lunch per each shift they work. The tent will be serving meals Monday and Tuesday with a limited buffet (for Volunteers working the Pro-Am) and Wednesday through Sunday from 11 am until 2:30 pm.**

**If you are provided with a volunteer lunch coupon it is redeemable at two (2) Prom concession stands located at the “Michelob Ultra 19<sup>th</sup> Hole” or 10<sup>th</sup> Green/11 Tee Box.**



## **Volunteer Parking Lot Times**

Monday, Oct. 19	8:00 am - 7:30 pm
Tuesday, Oct. 20	8:00 am - 6:00 pm
Wednesday, Oct. 21	6:00 am - 8:30 pm
Thursday, Oct. 22	6:00 am - 8:30 pm
Friday, Oct. 23	8:00 am - 7:00 pm
Saturday, Oct. 24	8:00 am - 8:00 pm
Sunday, Oct. 25	8:00 am - 6:30 pm

**Our Volunteer parking lot is located at the Santikos 14 Theatre at 7600 IH-10 West (map on back of volunteer parking pass).**

### **If you are reporting to work:**

1. Your vehicle must have the Volunteer Parking pass displayed at all times or you will not be allowed access into the volunteer parking lot.
2. Shuttle service will transport you from the parking lot to the Admissions Gate. This shuttle service will start at lot opening times and stop one hour after play with the exception of Saturday Oct.24<sup>th</sup> for the Volunteer Appreciation Party

### **\*PLEASE NOTE**

If you are attending the tournament to watch golf and NOT to volunteer, you will still be permitted to park in the volunteer lot. Just use your Volunteer Parking pass and ride the shuttle to the course.

## **GOLF APPRECIATION DAY**

The AT&T Championship 2009 Golf Appreciation Days will be held on Monday, November 16; Monday, November 30 and Monday, December 7, 2009. There will be two shotgun starts each of these days – one at 7:30 AM and one at 1:00 PM. This will allow the morning groups enough time to get the carts turned around for the afternoon groups.

Committee Chairman shall be allocated play days and tee times based entirely upon the number of volunteers belonging to the committee LESS the number of known volunteers that will not play golf. The play days for AM & PM start times will be allocated equally over the 3 play days.

Dates of play and tee times will be determined by each Chairman. Negotiations of dates and tee time will be between the volunteer and the Chairman. To be eligible to play a round of golf at Oak Hills Country Club each volunteer must have paid the \$25 (verified by the AT&T Championship Tournament Office) and confirmed by the respective Chairman that the required number of days were worked.

Each Chairman will give the Tournament Office their completed GAD forms of foursomes by name, assigned date, and the AM/PM start times for his/her golfer. These forms are needed as soon as possible, but **NOT LATER THAN OCTOBER 30, 2009**. Any foursome made up of volunteers from more than one Committee, will require the Chairman to coordinate tee times and days of play. If the volunteers foursome have questions concerning their dates and times, they must request this information from their Chairperson, not from the Tournament Office or the Oak Hills Country Club Pro Shop.

The following is provided for your information and guidance:

1. Each player of a foursome **must check in with the Tournament Office Personnel** at the Registration Pavilion near the driving range the day of play. The Tournament Office Staff will log the foursomes in against the tee times allocated to the Chairman. Players will report in NLT 7:00 AM for the morning shotgun or 12:30 PM for the afternoon shotgun.
2. For identification and play purposes a valid driver's license of each of the foursome **MUST** be presented at the registration desk upon sign-in. After the foursome completes the check in they will be given their cart assignment and assigned a starting hole.
3. Play will be in foursomes – two players to a cart.
4. Players will be restricted to soft spikes shoes only.
5. The driving range and putting green will be open to volunteers.
6. There will be GAD refreshment carts on the course with free beverages. There will also be free soft drinks and water on holes 1, 5, 10 and 14 tee boxes.

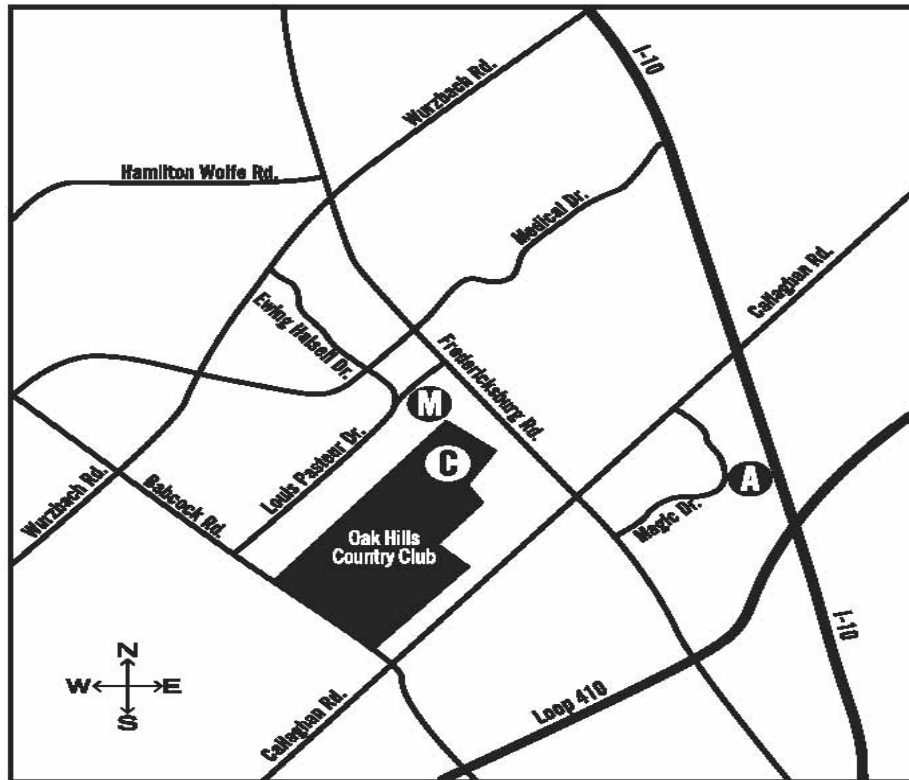
7. No food will be provided so you may bring your own food.
8. Play of AM groups must be completed by 12:30 PM. Golf carts are needed for the PM round of golf at this time.
9. Standby players are not encouraged. No-shows cut-off time is at 7:15 AM and 12:45 PM or sooner if information is known that scheduled persons will not be playing.
10. A meeting will be held before players precede to their respective golf carts. Golf cart keys will be placed in each cart at the conclusion of the meeting.

To make a more enjoyable tournament, the AT&T Championship Staff will designate which Par 3s will be closest to the hole for each play day. Individual prizes will be presented after each round of play. Details of this event will be provided at your time of play.

This golf day shows appreciation for the efforts of the many people who willingly gave their time and support for a very worthy cause.

Your efforts and cooperation are greatly appreciated.

**THANKS, AND LET'S DO IT AGAIN NEXT YEAR!**



**A General, Pro-Am, Volunteer, Sponsor & Exhibitor Parking:**

From Loop 410, exit I-10 West. Once on I-10 West, exit Medical Drive and take turnaround heading back East on Frontage Road. Follow through the light at Callaghan Road and parking will be on the right at Santikos Northwest 14 Theatre.

**C Clubhouse & Media Parking:** From Loop 410, exit North on Fredericksburg Road. Turn left on Louis Pasteur, Oak Hills Country Club will be on your left just before Ewing Halsell Drive.

**M Member Parking (also Pro-Am on Monday):** From Loop 410, exit North on Fredericksburg Road. Turn left on Louis Pasteur, then turn left onto Louis Pasteur Court. Parking will be on your right.



## **Gate Times for General Public**

<b>Monday, Oct. 19</b>	<b>8:00 am</b>
<b>Tuesday, Oct. 20</b>	<b>8:00 am</b>
<b>Wednesday, Oct. 21</b>	<b>6:00 am</b>
<b>Thursday, Oct. 22</b>	<b>6:00 am</b>
<b>Friday, Oct. 23</b>	<b>8:00 am</b>
<b>Saturday, Oct. 24</b>	<b>8:00 am</b>
<b>Sunday, Oct. 25</b>	<b>8:00 am</b>

**Please note that these times are for the general public and do not refer to the volunteer lot.**



## Golf Etiquette

### **DO:**

1. Stay behind the ropes in all designated areas.
2. Wait for the marshals' signal before crossing any fairway.
3. Be quiet when the marshals raise their hands prior to and during any shot.
4. Please refrain from moving or walking about when a player is preparing to hit a shot.
5. Cheer and applaud a great shot! Have fun!

### **DO NOT:**

1. Ask players for autographs on Friday, Saturday or Sunday.
2. Violate any of the 5 do's listed above
3. Cross under the ropes anywhere on the course. When the spectators see a volunteer crossing under the ropes they think it is acceptable to do the same. This will help our marshals a great deal. Thank you!
4. **Marshals: Do not move ropes.** If you have any suggestions, on the roping please notify your Hole Captain or Tournament Staff.

## Emergencies

### **In the event of an emergency, use the following procedures:**

1. Find the closest member of Security/Police or the nearest person with a radio.
2. Have the person with the radio contact the Emergency Medical Team and announce – "EMERGENCY this is YOUR NAME & LOCATION.
3. Be as specific as possible about the location of the emergency.
4. Stay with the person until the Emergency Medical Team arrives.
5. Provide background of medical problem or emergency if possible.

# **IMPORTANT INFORMATION**

## **COMPLAINTS**

If you witness an inappropriate action by a fellow volunteer, spectator, pro-am participant or player and believe that the matter should be addressed immediately, please report the incident to the Tournament Office, which is located adjacent to the swimming pool. We will take appropriate action if needed.

## **CORPORATE TENTS AND SKYBOXES**

Corporate tents and skyboxes are located primarily on Holes 9 and 18. They are not open to the public or volunteers (with the exception of the Hospitality Volunteers). They are used by our corporate sponsors to entertain their guests. Persons entering these tents must have the proper credentials.

## **FIRST AID**

The First Aid Tent is located behind # 9<sup>th</sup> green. Please familiarize yourself with the location of this tent prior to your first volunteer shift.

## **HANDICAP FACILITIES**

Each parking lot will have designated handicap parking spaces. There will also be at least one bus equipped with handicap access.

## **LOST AND FOUND**

Lost and Found is located at the main Admissions Gate, which is adjacent to the driving range. Any lost items can be claimed here all seven days of the tournament.

## **MEDIA CENTER**

The Media Center is located in Ballroom A of the Clubhouse. It is not open to volunteers (with the exception of the Media Center Volunteers) and visitors. An official "Media" badge is required to enter the Media Center.

# **IMPORTANT INFORMATION (Cont'd)**

## **MERCHANDISE TENT**

The Merchandise Tent is located at the main entrance of the tournament. Merchandise will also be available in the Oak Hills Country Club Pro Shop.

## **SECURITY**

Security guards will be on duty 24 hours throughout the tournament.

## **RESTROOMS**

Port-o-lets will be located throughout the course.

## **TELEPHONES**

If you need to use a telephone during the tournament you will be able to do so in the Tournament Office located adjacent to the swimming pool.

## **WILL CALL**

The Will Call booth for all tickets is located at the main Admissions Gate off Louis Pasteur.

# MISCELLANEOUS RULES

## BEVERAGES

For the safety of players, other volunteers and spectators, volunteers are **NOT** allowed to consume alcoholic beverages prior to or during their work shifts.

## CAMERAS

Cameras are allowed on the course Monday through Thursday, during the practice rounds and the Pro-Ams. **Cameras are NOT allowed on the grounds on Friday, Saturday or Sunday. They will be confiscated.**

## CLUBHOUSE ADMITTANCE

Clubhouse admittance is restricted to Tournament Staff, OHCC Members, Players/Player Family and specified volunteers. Your cooperation with these restrictions is appreciated. If you have any questions please consult your committee chairman. The Mixed Grill is restricted to Champions Tour players and their families.

## CONFISCATED ITEMS

The following items will **NOT** be permitted on the grounds:

1. Radios, portable televisions, cellular phones, beepers, camcorders and any additional electronic equipment.
2. Coolers
3. Ladders or folding lawn chairs.
4. Firearms.
5. Unauthorized signs/banners

## **Weather Plan**

The following weather/evacuation guide should be complied with by all volunteers and spectators.

### **Horn sounding:**

- Indicates play has been suspended due to heavy rain or lightning spotted within 20 miles
- Spectators should seek shelter. Tents and skyboxes will not specifically be evacuated, but be reminded that tents/skyboxes are not fully grounded and can be struck by lightning.
- Gates are still open

### **Whistle/alarm sounding and electronic scoreboards indicate evacuate:**

- Indicates lightning nearby and/or tornado sighted; Eminent danger exists.
  - Volunteers /spectators should seek major structure shelter (i.e. Clubhouse) or evacuate to their car. Tents and skyboxes will be evacuated.
  - If severe weather occurs before play begins, gates will not open.
- Volunteers/spectators are to stay in their vehicles until further notice. If in vehicle, stay tuned to **WOAI 1200** for updates.

**Important: If it is raining and you are scheduled to work, you are still required to show up for your shift.**