



The Forehand Volley 2014

A Resource Guide for Volunteers of the Western & Southern Open

Information and Reference Guide for Volunteers

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CONTACT US

If you have any questions regarding volunteering, please contact the volunteer office at volunteers@cincytennis.com or 513-651-0303 ext. 2241

Our address at the tournament site is:
Lindner Family Tennis Center
5460 Courseview Drive
Mason, OH 45040
513-204-6514 (Phone)
513-204-6568 (Fax)

WELCOME

It is clear when talking to our patrons and vendors over the years, that they have experienced Midwestern Hospitality through our amazing and dedicated volunteers. Throughout my work in the tournament I have found this to be our distinguishing factor.

This year we are honoring one exceptional volunteer who established this atmosphere and the tradition of this tournament. Paul Flory, dubbed the "Ultimate Volunteer", dedicated over 35 years of his life to this tournament. Without his help and dedication, the tournament would not be what it is today. On Sunday, August 10th at 3:30pm, I invite all volunteers to attend the dedication of the Paul Flory memorial statue that will watch over the Volunteer Gardens. The Volunteer Gardens (at the North Entrance) includes a Volunteer Wall, honoring all volunteers who have 20 + years with this iconic event. I hope each and every one of you will strive to add your name to the Volunteer Wall.

On behalf of our staff, I thank you for sharing your time with us. We are confident you will make new friends, create lifelong memories, and become a part of the longstanding tradition associated with the Western and Southern Open established by Paul Flory.

IMPORTANT DATES

July 26 (Saturday)	Volunteer Party, Committee Meetings 9am - noon
August 9 — 17	Western & Southern Open

EXTRA UNIFORM AND CREDENTIALS PICK UP OPTIONS

July 29 & Aug. 5 (Tuesdays)	Credentials and Volunteer office (9 am - 7 pm)
August 8	Credentials and Volunteer office

LET US REACH YOU!

Our paperless system allows for much more flexibility in keeping you up-to-date on the latest volunteer news and providing you faster updates, registrations, etc. **Add us to your address book so that our emails land in your inbox and not in a junk file.** Our emails will come from volunteers@cincytennis.com and westernsouthern@trustevent.com.

Stay up to date on all tournament information at
www.cincytennis.com!



@CincyTennis

www.facebook.com/cincytennis



Volunteer Party and Meetings on Saturday, July 26th at 9:00 am

Please mark your calendars! This year's Volunteer Party will be held on Saturday, July 26th at the Lindner Family Tennis Center (LFTC). New this year, our day will begin with a breakfast provided by Chris Cakes – You've never seen pancakes delivered this way. Be sure to check it out! Breakfast will be followed by a brief tournament overview at 10:15 am. Committee meetings will follow. (**Note:** Some committees have different meeting times listed below.)

You will receive your uniform, credential, parking pass, and other committee materials (volunteer packet) at the Paul Flory Player Center (PFPC) entrance. There will be multiple lines distributing volunteer materials. One line will be devoted to Ballpersons & Ballperson Lounge Monitors and one line to the Marshals committee. The remaining lines will be dedicated to all other volunteers, divided alphabetically by volunteer's last name. **Be sure to bring a photo ID to pick up your credential** (Driver's License, School Photo ID, or passport are acceptable).

If you are new to volunteering and want to avoid the lines to get your photo taken at Credentials, please email us a photo (head shot only) to be used for your credential to credentials1@cincytennis.com. Credential badge pictures may be taken anytime between 9 am and noon that day but be prepared to wait in line.

Directions: The South Access Road from Western Row **will not** be open for the Volunteer Party. Please use Exit #25, Kings Mills Road. Turn WEST off of the highway onto Kings Mills Road, then LEFT on Courseview Drive, then LEFT at the Tournament sign (Paul Flory Way) into our property. Follow the road past the Main Ticket Entrance, turn left at the stop sign and go past the Golf Center. Parking Attendants will direct you into the parking lot. **Please do not park in lots B & C (across from the Ticket Office) as the driving range is open for business.**

Volunteer Party Committee Meeting locations for Saturday, July 26th, occurring after the meeting in the Grandstand Tent (unless otherwise indicated below).

<u>Committee</u>	<u>Location</u>
Access Scanning	PFPC - Main Interview Room (3rd floor)
Aces & Stars	No Meeting
Ball Persons	Ball Person Lounge (no formal meeting but stop by)
Championship Club	Championship Club (1st Floor)
Credentials	Credentials Office
Food & Beverage Distribution	North Suite 152
Finance	Finance Office—Admin
Future Ticket Sales	North Suite 153
Horticulture	Horticulture Storage south side of Grandstand Court
Information Center	North Suite 151
Marshals	Food Court area (south tent)
Medical First Aid / RN	First Aid Building (no formal meeting but stop by)
Photography	Photography Room - Grandstand location
Player Locker Room—Men	Men's Locker Room - 9am - 10 am
Player Locker Room—Women/Exercise Room	Women's Locker Room— 8am in front of PFPC
Player Services	PFPC - Player Service area
Programs	No Meeting - Future meeting time TBD
Public Relations	PFPC - Xerox Media Center—top floor
Racquet Club	Racquet Club Restaurant
Scoring	Short Meeting in the Grandstand Tent
Sponsor Hospitality	No formal meeting - Sponsor Tent #1
Suite Hospitality	North Suite 150
Ticket Office	No Meeting
Telecommunications	No formal meeting—just stop by the Admin Office!
Transportation	Transportation Tent
Uniforms	No meeting
Ushers	Grandstand Tent
Volunteer Lounge	Volunteer Lounge Tent
Volunteer Office	Stop by - we'll be working!



Volunteer Opportunities

Returning volunteers are our best recruiters for the tournament. Several committees are still in need of additional volunteers!

- **Access Scanning** needs volunteers to scan tickets, credentials, and check bags at all entrances.
- **Transportation Drivers** needed to shuttle players, coaches, and VIPs between the tournament site, local hotels, and the airport.
- **Ushers** are needed to check patrons' tickets and help them find their seats, restrict access to certain areas, and control Center Court entrances during play.
- **Marshals** need volunteers to maintain security around the perimeter and inside the venue, assisting patrons at all entrance points, and protecting players on-court.
- **Suite Hospitality** serves as the gatekeepers for the suites areas. They check for appropriate passes and allow or deny access to the suites. They verify that all food and drinks are stocked and notify appropriate people and committees when something needs attention.



Please spread the word to your friends and family members. Share the fun of being a volunteer! New volunteers should go to www.cincytennis.com and click on the "Volunteers" tab to view all available opportunities and requirements and apply online or call 513-651-0303 ext. 2241 for more information.

Be INSPIRED at the Uniform Pick Up brunch...

This year, we'll welcome for the first time representatives from the Cincinnati Children's Hospital Champion's program. The brunch is a great time to remember why so many of us volunteer -- to continue to make it possible for the tournament to make monetary donations annually to the hospital. To date, the event has donated over \$9 million to charity, with the majority of that going to Children's.

This year, we'll hear from a truly inspiring individual, Meggie Zahneis. Check out more about Meggie on her [blog \(http://besomebodyblog.com/passion/passion-portraits/meggie-zahneis/\)](http://besomebodyblog.com/passion/passion-portraits/meggie-zahneis/)

Volunteer Code of Conduct

It is important that all volunteers understand that while you are in uniform and performing your volunteer duties you are **NOT** allowed to seek autographs or ask for pictures of players. While working in a volunteer capacity we must respect the privacy of the players. Volunteers that do not observe this code may be subject to dismissal.

Options for Volunteer Earned Complimentary Tickets

All volunteers that work a minimum of 5 shifts for the tournament are entitled to 2 complimentary tickets to **one** of the following sessions (these are the only available sessions):

- Saturday, August 9th Day
- Sunday, August 10th Day
- Sunday, August 10th Evening

These tickets are available for pickup at the Volunteer Party or just prior to the tournament.

All volunteers who work 7 or more shifts earn 2 tickets to Monday, August 11th evening session. These tickets can be picked up and signed for at the volunteer office during the tournament.

Help The Tournament Protect Box Seats

Box Seats are the property of the purchaser. **Unless you own the box seat or have possession of a box seat ticket, we ask that you please do not sit in those seats.** If you are a volunteer who owns box seats, make sure you have your tickets with you. On sessions that you are not scheduled to work, you will need a ticket to gain access to Center Court.

Lady Diana Volunteer Offer



Thanks to a great partnership with the Cincinnati Museum Center, volunteers can purchase tickets to the Diana exhibit and save \$5 off of a normal ticket. Don't miss the exhibit which is on display for the very last time ever. There is no limit as to how many tickets you can purchase.

Visit <https://shop.cincytennis.com> to purchase your tickets.



Coming and Going

All volunteers are required to enter the grounds and have their badge scanned at the Volunteer Entrance. The Volunteer entrance opens each day at 7:45 am. If you need to access the grounds prior to 7:45 am you must use the TV Compound gate located on the south side of the tournament site. Note: You must be in full uniform when entering to volunteer. For security purposes, you must be scanned each time you enter the grounds. All bags and purses are inspected prior to entering.

For the volunteers who work the week before the tournament (before the gates are secured), come to Credentials or the Volunteer Office to have your badge scanned so that you get credit for your shifts. Both offices are open 8:30 am - 7 pm daily the week prior to the tournament.

Volunteer Information Center

The Volunteer Lounge features an Information bulletin board to notify volunteers of any updates during the tournament, get feedback, and be a resource for committees to post important information. Please take time to stop by to see what's new! If you have any ideas that may be helpful to volunteers or things we should feature, please email volunteers@cincytennis.com.

South Vehicle Entrance

The south gate off Western Row Road (South entrance at Tournament Road to the parking areas) will be open from Friday, August 8th through Sunday, August 17th from 7 am to Midnight.

Volunteer Uniform

The Western & Southern Open is happy to announce a new partnership with Midwest Sports. While they have been a longtime supporter of the tournament, their expanded role will include outfitting our 1300 plus volunteers. Midwest Sports has partnered with Wilson Tennis to provide the 2014 volunteer apparel.

Along with a new apparel sponsor are a few changes to our volunteer uniforms.

- *Volunteers*—This year's volunteers will receive 2 collared Wilson polo's in pool blue with the tournament logo on the front chest. New this year volunteers can wear Khaki or White shorts, slacks, or skirts. Bottoms and tennis shoes are the responsibility of each volunteer. A Wilson hat or visor will also be provided.
- *Marshals*— This year's marshals will receive 2 Wilson colorblock crew shirts in graphite & green with the tournament logo on the front chest and a hat. Black shorts, slacks, or skirts and tennis shoes are the responsibility of each volunteer.
- *Ballpersons* – Our ballkids will have a new look this year. For the first time our ballgirls will be outfitted with skirts and the boys in a plaid short. Additionally ballperson will receive 2 red crew shirts and hat, all of which are provided by the tournament. Ballpersons **must wear white socks with no logos** visible on them and the Wilson tennis shoes that were previously purchased through the tournament.

Uniform shirt and cap are provided by the tournament at no cost to the volunteer.

ALL Volunteers should report in full uniform, prior to the start of their scheduled shift.

The Inside Story on Credentials

One credential photo badge will be issued to each volunteer. Each badge has a bar code which is used to validate access to the grounds. Badges must be worn at all times while onsite. You will receive your badge at the Volunteer Party or can pick it up during business hours at the credentials office anytime prior to the start of your first shift. All volunteers will be required to show a photo ID (valid US drivers license, passport, or school photo ID) when picking up their credential.

Please guard your badge carefully. Giving your badge to anyone else could lead to your dismissal as a volunteer. Badges may only be worn while you are working your shift or coming to attend the Volunteer Sale in the Retail Tent. If you need a picture for your badge, you can email your photo to credentials@cincytennis.com or stop by the Credentials Office **prior** to the tournament during business hours. Please contact Kelly, Patrick, or Jillian at 513.651.0303 ext. 2228 or 2323 with any questions. You **MUST** bring proper ID to pick up your badge.

Parking, Lights, and More

Volunteers are provided parking passes for Lot V, which is located at the south end of the LFTC. To improve your experience in the Volunteer Parking lot, we are adding more lighting and zone markings to assist you. Additionally there will be three tented pick up areas where volunteers can receive a ride up to the volunteer entrance. You must display your parking pass in your vehicle when on the grounds. Parking passes are not transferable.



Emergency Procedures

In the event of inclement weather or other unforeseen emergency situations volunteers should report to the location listed here for their committee (Committees with multiple emergency locations should choose the closest location):

<u>Committee</u>	<u>Emergency Location</u>	<u>Committee</u>	<u>Emergency Location</u>
Access Scanning	Ticket Office, West Building Fitness Center, Ballperson Lounge, East Rest Room Building	Player Services	Player Lounge
Aces and Stars	PFPC Fitness Center	Player Locker Room/ Fitness Center	Player Locker Room/ Fitness Center
Ballpersons	Ballperson Lounge	Programs	Ticket Office, Operations Office, Chairpersons Lounge
Championship Club	Championship Club	Public Relations	PFPC Fitness Center
Credentials	PFPC Fitness Center	Racquet Club	Racquet Club—food prep room
F&B Distribution	Chairpersons Lounge	Scoring	PFPC Fitness Center, Chairpersons Lounge
Finance	Finance Office, PFPC Fitness Center	Sponsor Hospitality	Chairpersons Lounge
Future Ticket Sales	Ticket Office	Suite Hospitality	North Suites Kitchen, PFPC Fitness Center
Horticulture	Chairpersons Lounge	Telecommunications	Telecommunications
Information Booth	Ticket Office	Ticket Office	Ticket Office
Marshals	Ticket Office, PFPC Fitness Center	Transportation	Player Lounge
Medical/ RN	First Aid Room	Uniforms	Chairperson Lounge
Parking	Ticket Office, Operations Office	Ushers	PFPC Fitness Center, Chairpersons Lounge, Ticket Office
Photography	Photo Download Room	Volunteer Lounge	Chairperson Lounge



Volunteer Lounge

Once again, the Volunteer Lounge will be for the exclusive use of our tournament volunteers. This year, we are grateful for our sponsors, who are providing a variety of services in support of the volunteers. We are pleased to have Cintas as the returning “presenting” sponsor of the Volunteers.

The Volunteer Lounge area, providing **snacks and drinks, will be open daily beginning Friday August 8th. Hours are 8:30 to 9 on**, except for Friday and Saturday (August 8th & 9th) when it will close early evening. You must be in full uniform (including credential badge) to enter the Volunteer Lounge. Volunteers are not permitted to enter the lounge on days they are not working. The Volunteer Lounge is for tournament volunteers only.

Volunteer Dining Options

The Meal Allowance Card was a resounding success and will return as a volunteer benefit with a slight change in 2014 (see below).

Volunteers have two meal options:

- Volunteers working 5 shifts or more may purchase one (1) Meal Allowance Card worth \$50 at a cost of only \$25. The Meal Allowance Card can be used at all food establishments that accept credit cards. Meal Allowance Cards can be purchased at the **Volunteer Party in the Grandstand Tent**. After the Volunteer Party, Meal Allowance Cards will be sold in the Volunteer Office from 9am – 8pm during the tournament. Cash or Credit will be accepted for the purchase of Meal Allowance cards.
New Twist this year – Volunteers working 8 or more shifts have the option of receiving a free \$10 Meal Allowance Card or the ability to purchase a 2nd \$50 Meal Allowance Card for \$25. Cards will be available in the Volunteer Office once the volunteer has worked their 6th shift.
- Bringing a brown bag meal from home remains an option. The Volunteer Lounge will have a cooler available to store your meal until your scheduled break. We strongly suggest marking your meal with your name. Brown bag meals must be eaten in the Volunteer Lounge as this is an exclusive tournament volunteer benefit. Please respect your fellow volunteers and only eat what you bring. **NO FAST FOOD.**



QUICK HITS

First Aid Location

Just a reminder that First Aid is located by courts 3 & 4. Please direct any patron needing assistance to this location.

Lost and Found

All found items should be turned in to the Information Center during tournament hours and the Administration Offices after hours. Persons looking for lost items should be directed to those areas.

Seating for the Disabled

Accessible seating is available to disabled ticket buyers on the entry and upper levels of Center Court and on all side courts. There is assigned seating on Center Court. All disabled seating is numbered and the ticket is good only for the location purchased. Patrons have contacted the ticket office directly to purchase accessible seating. If a patron and companion (s) possess tickets for these spaces, they are entitled to the location without questioning. Only folding chairs and/or wheelchairs are allowed in the entry-level section. Any questions regarding seating for the disabled should be referred to the Director of Ticketing, Laurie Slater-Mowchan, or the Usher Committee.

Parking for the Disabled

The Western & Southern Open strives to be very accommodating for patrons with special needs.

The tournament has handicapped accessible parking in Lots A, B, C, D, and V. Patrons with a state issued handicap tag should park in the handicap parking section in the lot where they have a tournament tag.

Exceptions to this policy are made at the tournament's discretion for patrons using wheelchairs, scooters or walkers and thus have a hard time riding the tournament handicap shuttle carts. These patrons will be able to use Lot A handicap parking area. Please let the parking attendants know that you use a wheelchair, scooter or walker when you enter the parking areas.

Charities

The Western & Southern Open continues to be an event steeped in community giving. Tennis For Charity has contributed more than \$9 million to our three key beneficiaries:

- Cincinnati Children's Hospital Medical Center
- The Barrett Cancer Center
- Tennis for City Youth

Some of these initiatives are gaining even further traction this year through donations built into sponsorship partnerships and onsite activation that will include a direct donation to Tennis For Charity.

Volunteer Years of Service

All volunteers should check the number of years of service their chairperson has listed for them. If it is incorrect, please give your chairperson the correction for the data base.

See pg. 7 for this years on court award ceremony information.

Plant Sale – Opportunities to Purchase

As a Tournament Volunteer you have the first opportunity to purchase plants used on the grounds at the tournament site. All ferns, tropical plants, and close to 100 window box planters, as well as other plants seen around the tournament grounds will be sold at a large discount. The window box planters are being grown locally in a greenhouse timed to peak in late August, when the rest of our flowers are looking tired from the hot summer sun.

Presale opportunities (like last year) exist for volunteers to order and prepay for various plant material. Order forms (available in the volunteer office and volunteer lounge) must be completed and received with payment by noon on Saturday, August 16th in the volunteer office. The balance of plant material will be made available to the public, in the grandstand tent on Monday, August 18th from 8am until 1pm. Look for more information about the plant sale on the information board in the volunteer lounge.

Rain Policy

Volunteers should always report for duty, rain or shine, unless contacted by your chairperson.

The single session ticket rain policy is printed on the back of every ticket. The tournament administration will make every effort to keep the tournament on schedule. If one match is completed on Center Court, it constitutes a session and **no exchanges or refunds** are made. If the session is canceled because of rain without the completion of one full match, the ticket holder is accommodated with another ticket to the same session of the tournament the following year. Any change from this would only happen if there is a special announcement made at the time of postponement. To receive a ticket exchange, patrons must mail their ticket stubs to *Western & Southern Open, 250 East 5th Street, Suite 1310, Cincinnati, OH 45202* **within 15 days after the canceled session.** Only the original purchaser of the ticket may apply. Rain policy does not apply to series seats, sponsor tickets or complimentary tickets.

Cooler Policy

No bottles, cans, coolers, ice chests, thermoses or picnic baskets are permitted onto the grounds. Empty individual containers or insulated mugs and bottled water (label removed) up to 33.5 oz. (1L) are permitted. Anyone requesting an exception (for medical reasons, for example) should be referred to the chairperson of the Access Scanning committee to obtain a pass.

Smoking Policy

Smoking is not permitted in the Lindner Family Tennis Center. Patrons will be allowed to exit thru the gates to smoke in the designated areas, (next to the urns) outside of the ticketed grounds. An Access Scanning volunteer will stamp the hand of exiting patrons to monitor those going in and out; patrons are not allowed to re-enter with their ticket, they must have their ticket accompanied by a hand stamp given to them by the Access-Scanning committee.



Ticket Gate Hours

W&S Open day session ticket holders may enter the grounds until **5 pm**. Only evening session ticket holders may enter after 5 pm. Patrons with tickets good for only the day session will be asked to clear the grounds, and Center Court will be completely cleared after the conclusion of day session matches.

The ticket gates open at the following times:

Saturday & Sunday	August 9—10	8 am	Monday - Friday	August 11—15	9 am
Saturday	August 16	11 am	Sunday	August 17	11 am

Ticket Requirements for Children

Children under the age of one year (12 months) do not need a ticket, but are not issued a separate seat. Tickets for children one year of age and older are required. **Discounted tickets are available for children 12 years and under for both sessions Saturday & Sunday August 9th - 10th**

In the Heat of the Summer

With the recent high temperatures, we want to remind you and the patrons to stay hydrated. Since the volunteers are the first line of contact with our patrons, we want to remind you of where the drinking fountains are located. We have 12 **new** fountains on the grounds, found in the following locations:

- **Center Court gates** 3A, 4A, 5A, 5B, & 8 - near the rest rooms or under the stairs.
- Rest Room building near the **Grandstand Tent**.

What To Do If The Media Calls

Please refer all inquiries from the media to Will Sikes, (wsikes@cincytennis.com or 513-651-4323 ext. 2319) Director of Marketing & Communications. Will is in charge of providing all statements on behalf of the tournament.

Put a Spring in Your Step!

Fastech Labs is returning again this year with a special deal for all volunteers! Glenn Cumberland will be on site Tuesday through Wednesday August 12th—13th. You can have a pair of custom foot orthotics made on site! Glenn will be set up in the Volunteer Lounge. See the Volunteer offer enclosed in your uniform bag. Enjoy the same orthotics the players wear. For advance information or questions call 1-800-351-FOOT or email Glenn@fastechlabs.net or visit their website at www.fastechlabs.net.

Midwest Sports – Volunteer Benefits

With the new Midwest Sports partnership, we now have multiple options for Volunteers! First, in your uniform bags will be a coupon good for use at Midwest Sports from Saturday July 26th through Friday August 8th. See coupon for details.

Next, for ease of access, Midwest Sports will have 2 separate Volunteer Sale times on Sunday August 17th. The Retail tent will be open for volunteers as follows:

- 1 ½ hours for volunteers, to begin at the start of the second set of the WTA Singles Final.
- 1 hour for volunteers, immediately following the ATP Singles Final trophy presentation.

Spread the Word on the Tournament

Have you seen posters and brochures about our tournament in your tennis club, at your place of employment, or in your favorite coffee shop? If not, please let us know and we will be glad to get promotional materials out to these locations!

Feedback!

We want your suggestions on how to improve! Please share your ideas with your committee chairperson or the Volunteer Director at volunteers@cincytennis.com.

If you discover an issue that can be immediately corrected please bring it to the attention of a staff member. If you are unable to locate a staff member, call the Administrative office at extension 2206.

Volunteer Service Awards

We would like to recognize those volunteers who have served with us and have reached key milestones of 5, 10, 15, 20, 25, 30, and 35 years of service! All pins for 5, 10, and 15 years of service will be distributed by your chairperson during your committee meeting at the Volunteer Party; those volunteers who have reached 20, 25, 30, and 35 years of service will be recognized on Center Court in between evening matches on Sunday, August 10th. Make sure you stop by the Volunteer Lounge to see a listing of all volunteers receiving pins this year!

Celebrate with Us

Celebrate the conclusion of the tournament. Share a slice of cake with your fellow Volunteers in the Volunteer Lounge on Sunday, August 17th TBD



Thanks to Western & Southern Financial Group for their continuing sponsorship and support!!

Volunteers Watching Tennis

Many volunteers have asked what the tournament policy is on volunteers watching tennis. In order to provide some clarity, here are the details:

- Volunteers can watch tennis on any outside courts before and after their scheduled volunteer shift.
- Volunteers may enter the upper single session ticket area of Center Court (300 level) when not busy to watch tennis. If a ticket holding patron arrives or an usher request you to move, the volunteer must move immediately.
- Volunteers may never sit in a **full series holder seat** unless they are in possession of the ticket for that seat.
- Volunteers are not to use their credentials to gain access to the tournament grounds on days they are not scheduled.
- Volunteers may enter the tournament grounds using their credential on August 17 to attend the Volunteer Sale in the Retail Tent and the Volunteer Plant Sale.

