



## **VOLUNTEER FAQ'S**

### **AFTER I SUBMIT MY ONLINE APPLICATION, HOW WILL I KNOW IF IT HAS BEEN RECEIVED?**

You will receive an email confirmation stating that your application has been received and is being processed. If you have any questions, feel free to email us at [mconner@cincytennis.com](mailto:mconner@cincytennis.com).

### **HOW DO I IMPROVE MY CHANCES OF BEING ACCEPTED AS A VOLUNTEER AT THE WSOPEN?**

While not all volunteer committees need new volunteers each year, there are many committees that are listed as having excellent availability for additional volunteers. Selecting one of these committees increases your chances of being selected. Also, having good availability will also improve your chances of selection. A complete listing of volunteer committees and their need for new volunteers is found on our web site, [www.wsopen.com](http://www.wsopen.com) under the "Get Involved" section.

### **HOW LONG WILL IT TAKE FOR ME TO KNOW IF I HAVE BEEN ACCEPTED AS A WS OPEN VOLUNTEER?**

Once you have been accepted as a volunteer, you will receive an email from the Chairperson of the committee you have been assigned. Please be patient as most of our Chairpersons are volunteers just like you and hold down full-time jobs. If you have not heard from the tournament or your chairperson within 2-3 weeks of submitting your application (or less time as we approach the start of the tournament), please email [volunteers@cincytennis.com](mailto:volunteers@cincytennis.com) or call 513-651-0303 and ask for the Volunteer Office.

### **HOW WILL I KNOW WHEN I AM VOLUNTEERING?**

Your chairperson will email you your schedule based on your availability submitted on your application. It is very important that once the schedule is created that our volunteers keep their commitments. Only in extreme circumstances will missing a shift be permitted. Communication with your chairperson or the tournament volunteer office should take place.

### **DOES THE TOURNAMENT ACCEPT VOLUNTEERS FROM OUTSIDE THE TRI-STATE?**

Absolutely! Last year we had volunteers from 30 states and 4 different countries. Volunteers must speak fluent English.

### **DOES THE TOURNAMENT PROVIDE HOUSING or TRANSPORTATION?**

All volunteers must arrange their own accommodation and travel. The tournament does not reimburse for expenses. We do have a block of rooms that have been set aside for volunteers. For hotel information please contact Kaitlin Worthington (Travel Manager) in our office for details, 513.665.3821.

### **WHAT ARE THE BASIC REQUIREMENTS TO BE A WS OPEN VOLUNTEER?**

Submit an application, commit to volunteering a minimum of 5 shifts, speak fluent English, have excellent customer service skills, ability to follow tournament policy, a willingness to do what ever it takes to provide a safe and enjoyable experience for fans, players and tournament guests.

### **I'M 85 YEARS OLD. CAN I STILL VOLUNTEER?**

Absolutely! There is not an upper age limit for volunteering at the WS Open. We ask our volunteers to pay careful attention to each volunteer job requirements for each position, as some tasks will require lifting, standing for long periods of time, having specific experience on computers, etc. Ultimately, we rely on our volunteers to select the volunteer positions that will be a good fit for themselves and the volunteer team.

### **I'M 12 YEARS OLD. IT SAYS HERE THAT YOU MUST BE AT LEAST 15 IN ORDER TO VOLUNTEER FOR THE WS OPEN. IS THERE ANY WAY I CAN STILL BE INVOLVED?**

Yes! Younger applicants can apply for our world-class ballperson team. You must be 12 years old by August 1, submit an application and attend one of our tryout sessions. Additional details are available on our web site [www.wsopen.com](http://www.wsopen.com) under the "Get Involved" tab or call the Volunteer Office, 513.651.0303.

### **HOW LONG IS EACH VOLUNTEER SHIFT?**

The length of each shift depends on the committee you have been assigned. Most committees have shifts that last from 5-7 hours. Being an outdoor event, weather does play a factor for some committees and can cause a shift ending time to be extended. We do expect our volunteers to stay "until the end of play or their committees' responsibilities are completed" rather than a set time when play has been delayed.

### **WHAT DO I NEED TO WEAR WHILE VOLUNTEERING?**

All WS Open volunteers receive from the official tournament apparel sponsor 2 short sleeved or polo shirts and hat. The balance of the uniform is the responsibility of the volunteer and can vary by committee. Sorry, no denim.

### **CAN I VOLUNTEER WITH FAMILY AND FRIENDS?**

If noted on the application, every effort is made to coordinate your schedule with family and friends, but we cannot guarantee that this will be possible. All parties should select similar availability on their application and make a note in the comment section who they are trying to coordinate their schedule with. It should also be noted that while you may receive the same schedule as another individual, the chances are likely that you will be working at a different post than your family or friend. Volunteers are placed where coverage is needed so that we can take care of our guests!

### **WILL I GET TO WATCH TENNIS WHILE I'M VOLUNTEERING?**

Volunteers are welcome to watch tennis before and after their shifts on days they are scheduled to work. Volunteers have access to all the outer courts and can enter Center Court at the 300 upper level and watch tennis when seats are available. The volunteer must relinquish the seat immediately if a ticket holder for the seat arrives. Volunteers do not have access to Center Court seats on finals weekend as all seats are always sold out! Please don't watch tennis from the gate area to Center Court as this makes it difficult on the ushers trying to do their job getting patrons into their seats during the 90 second change overs.

Additionally, all volunteers earn two tickets the opening weekend. They have their choice of 2 tickets for Saturday, session1 or Sunday, session 2 or 3.

### **WILL I GET TO MEET THE PLAYERS?**

Some volunteer committees' responsibilities result in them interacting with tournament players. However, it is important that all volunteers understand that while you are in uniform and performing your volunteer duties you are asked to respect the privacy of the players and not make any requests such as autographs or pictures. Volunteers that do not observe this code may be subject to dismissal.

### **I WORK A FULL TIME JOB – DO YOU HAVE ANY SHIFTS IN THE EVENINGS OR ON THE WEEKENDS?**

Yes, we have many volunteer shifts that take place in the evenings and on the two weekends of the tournament. However, these are commonly the most frequently requested shifts due to availability. As mentioned earlier we do require a minimum of 5 shifts and those that have flexibility in their schedule will more easily get placed on a committee.

### **WILL I HAVE FUN VOLUNTEERING?**

I promise you will make new friends, end up with some stories to tell and have an experience of a lifetime! Sign up today.