



The Forehand Volley

2010

A Resource Guide for Volunteers of the Western & Southern Financial Group Masters & Women's Open

Information and Reference Guide for Volunteers

In this issue:

General Information	1
Volunteer Party Information	2
Volunteer Party Meeting Locations	2
Volunteer Opportunities	3
Earn Complimentary Tickets	3
Media Inquiries	3
Rideshare.....	3
Volunteer Parking.....	3
Coming & Going	4
Volunteer Information Center	4
South Vehicle Entrance.....	4
Volunteer Uniforms	4
Credentials	4
Emergency Procedures.....	5
Volunteer Dining Options	5
Retail Tent—Volunteer Sale	5
First Aid	6
Lost and Found	6
Seating/Parking for Disabled.....	6
Charities	6
Volunteer Years of Service	6
Plant Sale.....	6
Weapons Policy	6
Rain Policy	6
Cooler Policy.....	6
Smoking Policy	6
Ticket Gate Hours	7
Ticket Requirements for Children.....	7
Fastech Labs	7
Feedback	7
Volunteer Service Awards.....	7
Spotlight: Title Sponsor W&SFG	7
Volunteers Watching Tennis	8

WELCOME

Time has flown by since we were last together at the tournament in 2009. We started construction on the new West Building three days after the tournament ended last August. We're still putting on the finishing touches and cannot wait to share the new site with all of you. We are so appreciative that you have chosen to share your time and talents with us by volunteering this summer. The tournament would not be a success without the commitment of volunteers like you. We are confident you will truly enjoy yourself, make new friends and become part of a tradition that will continue for years to come.

Please join us for an Open House in the new West Building on Tuesday, July 27th from 4-7pm!

IMPORTANT DATES

July 27 (Tuesday)	West Building Open House (4-7 pm)
July 31 (Saturday) (Tou	Volunteer Reception and Meetings rs of the West Building) (8:30-noon)
August 7—15	W&SFG Women's Open
August 14—22	W&SFG Men's Masters

LET US REACH YOU!

Our paper-less system allows for much more flexibility in keeping you up-to-date on the latest volunteer news and providing you faster updates, registrations, etc. **Please make sure your email will accept emails from volunteers@cincytennis.com and mconner@cincytennis.com.**

CONTACT US

If you have any questions regarding volunteering, please contact Mary Conner, Volunteer Coordinator, at volunteers@cincytennis.com or 513-665-3822.

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)

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



@CincyTennis

www.facebook.com/cincytennis



Volunteer Party and Meetings on Saturday, July 31st at 8:30 am

Please mark your calendars! This year's Volunteer Reception will be held on Saturday, July 31st at the Linder Family Tennis Center (LFTC). Our day will begin with continental breakfast at 8:30 am and a brief tournament overview at 9:30 am. Committee meetings will follow at 10 am. (**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 entrance to the LFTC (by the ticket office). At the entrance there will be four lines distributing volunteer materials. One line will be devoted to the Ballpersons, Ballperson Lounge Monitors, and Marshals. The other three lines will be divided alphabetically by volunteer's last name. **Be sure to bring a photo ID to pick up your credential** (Driver's License, School ID or passport are acceptable). Credential badge pictures may be taken anytime between 9 am and noon that day.

Directions: The South Access Road from Western Row will not be open for the Volunteer Party. Please use Exit #25, Kings Mills Road. Turn LEFT off of the highway onto Kings Mills Road, then turn LEFT on Courseview Drive, then LEFT at the Tournament sign into our property, and LEFT at the dead end near the golf course. This road will dump into a parking lot near the Main Entrance of the LFTC.

Volunteer Party Committee Meeting Locations for Saturday, July 31st at 10 am (unless otherwise noted)

<u>Committee</u>	<u>Location</u>
Access Scanning	Championship Loft (2nd floor—old Player Dining)
Ball Persons	Ball Person Lounge
Championship Club	Championship Club (1st Floor)
Courtside Cafes	Food Court Dining Tent
Credentials Cred	entials Office
Food & Beverage Distribution	Sports Bar on mezzanine
Finance	Finance Office (Administration office)
Future Ticket Sales	Future Ticket Sales booth
Horticulture (Plants & Flowers)	Horticulture Storage Southside of Grandstand
Information Center (Booth)	Information Center (Booth)
Marshals	3rd Floor Championship Club
Medical First Aid / SJ & RN	First Aid Room
Photography	Photo Download Room—West Building
Player Escort	Fitness Center —West Building lower level
Player Locker Room—Men	Men's Locker Room—West Building lower level
Player Locker Room—Women	Women's Locker Room (Meeting 8 am, July 31st)
Player Medical	No Meeting
Player Services	No Meeting
Programs No	Meeting
Public Relations	West Building Press Box—Top floor
Operations Dispatch	Facility Manager's Office
Racquet Club	Racquet Club Restaurant
Scoring	Short Meeting in IDS Room / under East Grandstand (Training 8/5 & 8/6 with time TBA)
Speed Serve	Racquet Club Lounge
Sponsor Hospitality	Sponsor Tent #1
Suite Hospitality	Suite 150
Ticket Office	Ticket Office
Telecommunications T	elecommunications Area, Administrative Office
Transportation T	ransportation Tent
Uniforms	Volunteer Entrance Tent
Ushers	Food Court Dining Tent
Volunteer Lounge	Volunteer Dining Tent



Volunteer Opportunities

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

Transportation needs drivers to shuttle players, coaches and VIPs between the tournament site, local hotels and the airport.

Telecommunications needs volunteers before and during the events to answer the phones and transfer calls to the appropriate extensions. They provide information to callers on the tournament and associated activities.

Volunteer Lounge has openings for people to sell meal tickets, wipe down tables and replenish snacks during the women's event.

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 are needed for crowd control and to check bags at gates.

Suite Hospitality needs volunteers to assist with access points near the suites and help direct invited guests in these areas.

Courtside Cafes to act as the liaison between all concession vendors and the tournament, and assist vendors with troubleshooting.

Future Ticket Sales to provide information about ticket sales for future tournaments.

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 513-665-3822 for more information.

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!

Volunteers Can Earn Complimentary Tickets

All volunteers for the tournament will receive two complimentary tickets for the women's qualifying round Saturday, August 7th in their volunteer packet. All volunteers who work between 6—9 shifts will receive two additional tickets to the Women's Open evening session on Monday, August 9th. Volunteers who work 10 or more shifts have their choice of two tickets to one of the following evening sessions: Women's Monday Aug. 9th, Women's Friday Aug. 13th, or Men's Tuesday Aug. 17th. Tickets earned for working more than 5 shifts can be picked up and signed for at the volunteer office during the tournament.

What To Do If The Media Calls

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

GO GREEN With Rideshare!

The W&SFG Masters & Women's Open encourages you to "go green" this summer and carpool to the tournaments! A great resource to find a drive buddy is to use www.cincinnati.craigslist.com and click on Rideshare; you may want to use the heading "Tennis Volunteer Rideshare"! What a great way to help the environment and save money on gas, plus it's free!

Where Should You Park?

Volunteers are provided parking passes for Lot V, which is located at the south end of the LFTC. You must display your parking pass in your vehicle when on the grounds.



Coming and Going

All volunteers are required to have their badge scanned when entering the grounds. Though the volunteer entrance is recommended, you may enter through any gate except the west VIP entrance. Note: You must be in full uniform when entering through the gates to volunteer. For security purposes you must be scanned each time you enter the grounds. All bags and purses will be inspected prior to entering all sessions.

For the volunteers who are working the week before the tournament (before the gates are secured), come to the credentials trailer to have your badge scanned so that your shifts are recorded and you get credit. The credentials trailer is open 8:30 am—7 pm daily the week prior to the tournament.

Volunteer Information Center

The Volunteer Lounge will again feature a bulletin board and display area to notify volunteers of any updates during the tournaments, get your feedback, feature fun and interesting information about volunteers, and be a resource for committees to post important information such as needing extra help, changes in schedules, etc. Each day a committee will be featured on the board, look for your committee's profile. Please take time to stop by to see what is new! If you have any ideas that may be helpful to volunteers and/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 6th through Sunday, August 22nd from 7 am to Midnight.

Volunteer Uniform

The volunteer uniform consists of a tournament volunteer collared shirt, khaki shorts, slacks or skirt, predominantly white tennis shoes and your credential badge. Uniform shirt and cap are provided by the tournament at no cost to the volunteer. This year's shirts are adidas polo's in Cobalt Blue/white/black (Volunteers) or Collegiate Orange/white (Marshals) with the tournament logo on the front chest. Khaki shorts, slacks, or skirts and tennis shoes are the responsibility of each volunteer. Ballpersons wear a tournament t-shirt, shorts and hat, all of which are provided by the tournament. Ballpersons must wear white socks with no logos visible on them and the tennis shoes that were purchased thru the tournament.

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 approved dates for entering 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 trailer anytime prior to the start of your first shift. All volunteers will be required to show a photo ID when picking up their credential.

Please guard your badge carefully; you will be issued only one. Badges should never be given to anyone else under any circumstance and may only be worn while you are working your shift. Giving your badge to someone else could lead to your dismissal as a volunteer. If you haven't had your picture taken, you can email your photo to credentials@cincytennis.com or stop by the credentials trailer prior to the tournament during business hours. Please contact Laura or Will at 513.665.3851 with any questions. **Please bring proper photo ID to pick up your badge.**



Emergency Procedures

In the event of inclement weather or other unforeseen emergency situations volunteers should report to the location listed here for their committee:

<u>Committee</u>	<u>Emergency Location</u>	<u>Committee</u>	<u>Emergency Location</u>
Access Scanning	Ticket Office and Ballperson Lounge	Player Services	Player Lounge
Ballpersons	Ballperson Lounge	Player Locker Room	Player Locker Room
Championship Club	Championship Club	Programs	Ticket Office
Credentials	Fitness Center West Building	Public Relations	Fitness Center West Building
Courtside Cafes	East Storage Room	Racquet Club	Grandstand – Under East Side
F&B Distribution	East Storage Room	Speed Serve Booth	East Storage Room
Finance	Finance Office	Scoring	IDS Office
Future Ticket Sales	Ticket Office	Sponsor Hospitality	Operation's Office
Horticulture	Operation's Office	Suite Hospitality	North Suites Kitchen & Media Dining
Information Booth	Ticket Office	Telecommunications T	elecommunications
Marshals	Stadium East Storage Room	Ticket Office	Ticket Office
Medical	First Aid Room	Transportation	Player Lounge
Parking Operations	Office	Uniforms Administration	Office
Photography	Main Interview Room	Ushers	North Terrace Suite Hallway
Player Escort	Fitness Center West Building Volunteer	Lounge	Administration Office

Volunteer Dining/Lounge Selections

The Volunteer Lounge area, providing **snacks and drinks, will be open daily from 9 am to 9 pm**, with the exception of Saturday (August 7th) and Sundays (August 8th and 22nd) when it will close with the completion of the last match. You must be in full uniform (including credential badge) to enter the Volunteer Lounge. Volunteers are not permitted to purchase dining options or enter the lounge on days they are not working. The Volunteer Lounge is for tournament volunteers only.

Volunteers have two options for volunteer meals:

- Purchase a volunteer meal (lunch or dinner) for \$5 served by the official tournament caterer, Elegant Fare, in the volunteer lounge. All lunches and dinners will feature a soup, salad and sandwich. The volunteer has the option to pick two of the three available items for their meal.

Lunch is served from 11:30 am to 3 pm and Dinner from 4 pm to 8 pm.

- Once daily, while working, a volunteer can purchase \$8 in scrip coupons for \$5. The scrip coupons are redeemable for food and non-alcoholic beverages. They may not be redeemed at the three Concession Stands (located under Center Court), or at the three UDF ice cream locations. The \$8 scrip coupon sheet contains **8—\$1 coupons**. Food Court vendors will not provide change when using only the scrip money. No refunds or exchanges will be made for any unused scrip coupons, the scrip coupons are non-transferable (must be in full uniform to redeem), and are valid for the 2010 tournament only!

Volunteer meals and Scrip coupon sheets can be purchased in the Volunteer Lounge during serving hours.

Retail Tent – Volunteer Sale

Another great benefit of volunteering at the tournament is your invitation to attend the Volunteer Sale. Come enjoy 25% off the merchandise in Midwest Sports retail tent on Sunday, August 22. Look for additional information (timing) in the retail tent and on the Information Board in the Volunteer Lounge during the tournament.



QUICK HITS:

First Aid

The First Aid area is located between the Center and the Grandstand Courts on the northeast side of the Grandstand, under the Championship Club patio.

Lost and Found

All found items should be turned in at 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 Ticket Director, Laurie Slater Mowchan, or the Usher Committee.

Parking for the Disabled

The Western & Southern Financial Group Masters & Women's Open strives to be very accommodating for patrons with special needs.

The tournament has handicapped accessible parking in Lots A, B, 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. Those handicap patrons without a tournament parking pass (Public Parking) should park in Lot B accessible parking area.

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 tournaments are played for the benefit of Cincinnati Children's Hospital Medical Center, Barrett Cancer Center at University Hospital and Tennis for Cincinnati Youth.

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.

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, chrysanthemums, tropical plants, and new this year 80 Peace Lilies, as well as other plants seen around the tournament grounds will be sold at a large discount. More than 200 mums will be available for volunteers to purchase on Sunday, August 15th in the volunteer dining tent after the completion of the Women's Final. 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 21st in the volunteer office. The balance of plant material will be made available to the public, in the grandstand tent on Monday, August 23rd from 12:30 pm until 1 pm. Look for more information about the plant sales on the information board in the volunteer lounge.

Weapons Policy

Under Ohio law it is unlawful to enter with or to possess a firearm on the premises. Weapons of any kind are prohibited.

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 that 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 Financial Group Tennis, 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 squeeze containers or insulated mugs and bottled water up to 20 oz. are permitted. Anyone requesting an exception (for medical reasons, for example) should be referred to the chairperson of the Marshals 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 parking lot areas 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-Gates committee.



Ticket Gate Hours

For the W&SFG Masters and Women’s Open day session ticket holders may enter up until **5 pm**. Only evening 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 matches.

The ticket gates open at the following times:

Saturday & Sunday	August 7—8	9 am	Monday—Tuesday	August 16—17	8 am
Monday—Tuesday	August 9—10	8 am	Wednesday—Friday	August 18—20	9 am
Wednesday—Sunday	August 11—15	9 am	Saturday August	21 10	am
Sund			ay August	22	9 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 14 years and under for:**

- **Each session of Kids days, Mondays August 9th & August 16th**
- **Both sessions Saturday & Sunday August 14th - 15th and children are admitted free during the qualifier sessions August 7th-8th.**

Feedback!

We want your suggestions on how to improve! Please share your ideas with your committee chairperson or the Volunteer Coordinator at volunteers@cincytennis.com. **If you discover an issue that can be immediately corrected please bring it to the attention of a staff member right away.** If you are unable to locate a staff member, call the Administrative office at 2206.

Complimentary Touch Pro Chair Massage

Start or end your volunteer shift off right with a free 15-minute chair massage offered most days during the tournament between 9 am and 6 pm in the Volunteer Lounge. Members from the S.H.I School of Medical Massage will be on hand to provide complimentary massages for volunteers. Feel free to stop by the Volunteer Lounge before or after your shift or during your break for an energizing experience. Who knows, you might feel so good you will want to stay and work a second shift!

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, and 30 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 20, 25, and 30 years of service will be recognized on Center Court in between evening matches on Tuesday, August 17th. Make sure you stop by the Volunteer Lounge to see a listing of all volunteers receiving pins this year!

Spotlight on our Title Sponsor

Western & Southern Financial Group

Our title sponsor, Western & Southern Financial Group, is an innovative, rapidly growing family of financial services companies headquartered in Cincinnati. Their products include: whole-life, term and universal life insurance, fixed and variable annuities, critical illness insurance, mutual funds, financial needs analysis, retirement planning, investment advisory services, commercial real estate and investment management.

Volunteers Watching Tennis

Many volunteers have asked what the tournament perspective is on volunteers watching tennis. In order to provide some clarity the following is provided.

- 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 when not busy and watch tennis. If a ticket holding patron arrives the volunteer should move immediately.
- Volunteers may never sit in a full series holder seat unless they are in possession of a 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 22 to attend the following volunteer events: Volunteer Sale in the Retail Tent and the Volunteer Plant Sale.

