

LIFE AS A "RYDER CUP MERCHANDISE VOLUNTEER"



Introduction

*The Ryder Cup matches reflect over 75 years of tradition, sportsmanship and the highest levels of competition in golf today. This was no better reflected than in 2006 on the lush fairways of The K Club, County Straffan as a victorious European team braved the elements to storm to a **18 ½ - 9 ½** points victory over America.*

With a tricky away match at Valhalla in 2008, the Ryder Cup once more returns to European shores in 2010 and the Ryder Cup matches at Celtic Manor. Already, almost four years prior to the matches taking place, preparations are being made as Europe expects and for the first time ever Wales welcomes golf's elite to compete for Samuel Ryder's famous trophy.

The Merchandise Pavilion

In 2006 as part of the many facilities available to the public at The K Club, the Official Merchandise Pavilion welcomed a great number of the 270,000 spectators through its doors.

The Pavilion itself was one of the largest standing structures purpose-built for the event, situated amongst the hustle and bustle of the tented village. Stocked with nearly 200,000 products the Pavilion boasted 39 tills, 6 changing rooms, storage and shipping facilities for customers, and literally hundreds of shelves of Official Ryder Cup merchandise.

Moving forward to 2010

Such a massive operation is only achieved with the help and dedication of our volunteers, who make this whole project possible.



The next few pages are designed to give you a brief introduction to "Life as a Ryder Cup Merchandise Volunteer". This will hopefully give you some idea of what to expect and answer any questions that you may have at this early stage.

Number of staff

In 2010 we are looking to recruit just over 300 volunteers to work with us in the Official Merchandise Pavilion at Celtic Manor. As one of these volunteers you will work one of three

shifts throughout the day, which will allow you to spend the remainder of your time as you please, most likely following the golf, but perhaps also spending time in the bars and restaurants of the tented village.

Ready for Anything? What Type of work to expect

Unfortunately we cannot allocate specific jobs until nearer to the event, but we ask that all volunteers are "ready for anything"! This will include helping us with the general running and operation of what is essentially a very busy shop and may include any of the following roles on site.....

- Till Operator (39 tills in total)
- Satellite Shop Sales (smaller on course shop)
- Merchandise Bag Drop off and Collection
- Fitting Rooms
- Customers Service Till Operation
- Sales Floor Assistance
- Shop Supplier Assistance
- Information booths
- Radio / Programme booth Sales

It is important to note that unfortunately we cannot take requests for where you will work, and instead ask that you are ready to tackle whichever role you are allocated.

All jobs will allow you to experience the hustle and bustle of the event in some way and no matter which role you are in, your efforts will count towards the larger team effort throughout the week.





Hours of Work.

We will look to operate a three shift system in 2010, with a "Morning", "Lunch" and "Afternoon" shift. Shifts will be of equal length and last approximately four and a half hours. Therefore, once you have finished your shift you are free to watch the golf and to enjoy the tented village as you please. The Merchandise Pavilion will be open from approximately 7am-8pm Tuesday to Sunday.

Again, we cannot take requests to work specific shifts, but where possible we will attempt to place individuals travelling from a similar location on the same shift.

All volunteers will use the park and ride system to access the course. This is set up specifically for the event, and you will be given all of the necessary accreditation to use this facility.

Training

Some weeks before the event you will be provided with a Staff Manual which will give you all the information that you will require when working in the Pavilion. This is designed to answer any questions that you have prior to staff training.

We run a Staff Training Day on the Sunday and Monday before the event and this is compulsory for all volunteers. This is a great opportunity for you to ask any questions and we will fully train you in all elements of the pavilion. This will include till training so you are comfortable with how to operate the tills, health and safety training and a chance to meet your fellow volunteers.

For All Merchandise Volunteers

We greatly value and appreciate the efforts of all volunteers. As part of your contribution we try to ensure that you have ample opportunity to be a spectator as well as a volunteer and to enjoy the event as much as we do.

As a volunteer you will receive:

- 2010 Staff Access Pass to the event (Tuesday – Sunday inclusive)

This will allow you access to the course each day free of charge

- Official Merchandise Uniforms

As sold in the Official Merchandise Pavilion 2 x Ryder Cup Polo Shirts and 1 x Ryder Cup Wind shirt.

- Preferential transport service to and from the course to one of the Park and Rides.

(allowing you easy access onto site)

- Invitation to post-event Volunteer Party



QUOTES FROM VOLUNTEERS, 2006

Rosie Gosling

"The "Merch Pav" as we so fondly came to know it was massive, and really busy all week. It was great fun to be a part of a real team effort. I think I slept for about a day after all the excitement was over!"

Shane Gilmer

"My enduring memory from Ireland was how many people came through the shop, it was like Christmas shopping in the middle of September! Obviously it was absolutely fantastic to see a record equalling European victory as well"

Robert O'Siochain

"It was an amazing week despite a bit of rain, and I have never seen anything like the scenes when Darren Clarke holed his putt on 16 - you could hear the cheers from across the course".

What to expect

The merchandise Pavilion is one of the busiest places on site, as you can well imagine! Therefore we ask that all volunteers are ready to get stuck in and to be prepared for a busy, but rewarding week in Wales!

Work can be quite frantic at times and we do not disguise this fact, but the Ryder Cup 2010 is sure to be a massive event, as the giants of the golfing world clash in the hills of Wales amidst the splendour of the Celtic Manor Resort. This is a fantastic opportunity for you to be a part of, and contribute to, one of the most historic competitions in world sport, and just remember.....

THERE IS NO SUBSTITUTE FOR BEING THERE!



(Celtic Manor At Dusk)

WHAT NEXT?

We are still some time away from sending out application forms for you to complete in order to join us at Celtic Manor and this summary aims to give you a brief outline of what to expect. However, if you have any pressing questions at this early stage, please contact Marie-Claire Prust on 020 8233 6228 / rydercupstaffing2010@imgworld.com

Other than this thank you for expressing an interest in becoming a Ryder Cup merchandise volunteer in 2010. We hope you are looking forward to the return of the Ryder Cup matches to European soil as much as we are.....