

LEXUS ILKLEY TROPHY 2024

15TH - 22ND OF JUNE
VOLUNTEER DATA & INFORMATION



VOLUNTEERS WANTED

FROM
Monday 3rd June
Friday 28th June

PLEASE NOTE THE MINIMUM AGE TO VOLUNTEER IS 16 YEARS OLD



REQUIRED VOLUNTEER ROLES AND SIGN-UP PROCESS FOR SHIFT ROTAS

BELOW ARE DETAILS OF:
The required volunteer roles; Information Evenings, and Site Briefings; The process to register for the shift rotas.

INFORMATION EVENING

All volunteers are invited to attend an information evening on Wednesday 17th April @ 7.15pm in the Café Bar during which an update on the 2024 Ilkley Trophy will be made.

SITE BRIEFINGS

All volunteers must attend one of the dates below to ensure they are up to date on site set up, emergency procedures, responsibilities and to collect their uniforms as required.

SUNDAY 19TH MAY @ 11.30AM – 12.30PM
MONDAY 20TH MAY @ 9.00AM – 10.00AM
TUESDAY 21ST MAY @ 7.00PM – 8.00PM

(Uniform will be handed out at these briefings IF it has arrived in time)

ROLES AND RESPONSIBILITIES:

1. SITE SET-UP (PRE-TOURNAMENT)

- Volunteers will be required to help undertake final site set up, working alongside the club team. It would be beneficial to be physically fit, as there is a lot of lifting and moving required.
- As the club becomes busier in the lead up to the tournament, we will need to control access into areas of the clubs grounds. Volunteers will need to be on hand to direct vehicles and pedestrians to the correct areas.

2. ACCESS CONTROL AND CAR PARK

- Meet and greet all visitors to the event
- Direct all vehicles to correct location onsite
- Direct all pedestrians onto the club grounds
- Ensure safe and organised parking

3. MAIN ENTRANCE/VOLUNTEER HUB

- Check all tickets on entry
- Escort and assist anyone who requires assistance
- Selling merchandise in hut and across site
- Provide daily information to visitors
- Sign in/out all volunteers
- Ensure all volunteers arrive and notify if anyone is missing
- Relieve volunteers during shift
- Assist with Ball crew when required

4. SITE AND STAND STEWARDS

- Assist and direct all visitors around the site
- Control access into private/reserved areas
- Ensure visitors access the stands/walkways only when play allows.
- Maintain silence around court and in the stands whilst play is underway
- Help spectators find the correct seat
- Only allow drinks in plastic/cardboard to be taken into the stands
- Keep stand litter free, clean and dry seats if required before play
- Provide information to spectators on daily play/activities/evening entertainment

5. DRIVERS

- Provide transport between club and players accommodation
- Primary accommodation will be Craiglands Hotel, Rendevous Skipton and private host houses
- Drivers will often be the first interaction between player/coaches and the club

6. OUTREACH ASSISTANTS

- Work alongside the club coaches and tennis staff to help organize over 1000 children throughout the week
- Assisting coaches on court (simple hand feeding drills/demonstrating with coach).
- Escorting school classes from the kids' zone to the stands (specific court/stand given).
- Water duty (keeping any thirsty children well-watered).
- Flyer/certificate distribution (counting and giving out handouts to the classes of school children).

7. VILLAGE AND CLUB HOUSE ASSISTANTS

- Assist reception staff in the main clubhouse helping to direct members, officials and players to suitable location
- Be on hand to answer queries about the tournament, site and club house restrictions
- Control access into restricted areas
- Work alongside the Player Services team to provide information and club services to the players/officials
- Laundry desk for players
- Assist with Ball crew when required

PROCESS TO REGISTER FOR THE SHIFT ROTAS

This year the Club is again using a software package 'Signup.com' to help collate the various shift patterns needed. Please note that the software only works with one email address per individual.

HERE'S HOW IT WORKS IN 3 EASY STEPS:

1) IN ORDER TO REGISTER CLICK THE LINK AT THE BOTTOM OF THE PAGE OR COPY THE LINK BELOW INTO YOUR WEB BROWSER TO SEE THE ILKLEY TROPHY 2024 SIGNUP ON SIGNUP.COM:

<https://signup.com/go/vxyNVCQ>

2) YOU CAN NOW SELECT THE ROLES, DATES AND SHIFT ROTAS YOU ARE ABLE TO SUPPORT

3) SIGN UP! IT'S EASY - YOU WILL NOT NEED TO REGISTER AN ACCOUNT OR KEEP A PASSWORD ON SIGNUP.COM.

Note: SignUp.com does not share your email address with anyone. If you prefer not to use your email address, please contact me and I can sign you up manually.

PLEASE COMPLETE YOUR SUBMISSION NO LATER THAN FRIDAY 19TH APRIL.

THE ROTAS WILL SUBSEQUENTLY BE CONFIRMED BY EMAIL.

CONTACT INFORMATION:

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