



LEGENDS OF GOLF

BIG CEDAR LODGE

2017 VOLUNTEER HANDBOOK

Tickets: 888-347-4426

bassprolegends.com



mastercard



CHAMPIONS



enjoy the outdoors

*Dear Greatest Volunteer-
Thank you for giving of your time, talent, and resources.
Please help us show the world a genuine dose of Ozarks'
Hospitality! Have a great week, serve others, and enjoy
the Legends.*

Kirk



Tournament Director

*Bass Pro Shops Legends of Golf Big Cedar Lodge
417-988-4235*



Dear Volunteer-

*Thank you so much for volunteering for the 4th annual
Bass Pro Legends at Big Cedar. We are thrilled you have
joined us for what will be a great event, blending the
friendliest volunteers in the country with beautiful golf
courses and a unique format. This year we are striving
to continue to make improvements while maintaining
what we do best, providing great service and genuine
Ozarks' hospitality.*

*This Volunteer Handbook includes the information you
will need to assist our guests and players during the
tournament. Please read it carefully before you begin your
assignment and use it as a reference during tournament
week. It is important for each of us to be prepared to
answer any questions and to deal with any issues.*

*Volunteers are the face of the tournament and your efforts
and willingness to serve, putting the guests' needs first,
makes this tournament the success it is. I am proud to
serve alongside each of you and look forward to another
great tournament!*

Chris Larsen

Volunteer General Chairman

417-230-1800

Volunteer Leadership

Chris Larsen Volunteer Chairman
Kim Williams Volunteer Coordinator
Becky Brown..... Volunteer Services Vice Chair
Sara Franks VIP Services Vice Chair
Debbie Meyer VIP Scoring Chair
Marci Linson Spectator Services Vice Chair
Lori Miller Spectator Services Vice Chair
Dick Thomas..... Marshals Vice Chair
Justin Carswell Scoring Services Vice Chair
Daryl Brown..... Facilities Vice Chair

Volunteer Headquarters

Buffalo Ridge: Volunteer Headquarters (HQ)

Located in a tent next to the cart barn

(417) 334-8780

Top of the Rock: Volunteer Headquarters (HQ)

Located in a tent in the parking lot near the cart barn

(417) 334-8640

Volunteers will need to confirm with their respective committee chairman where to report once they have checked-in with Volunteer HQ.

Breakfast and lunch will be provided to volunteers during the shifts they are working. Lunch vouchers will be distributed during check-in for your volunteer shift. If you are not volunteering, but spectating, we ask that you do not visit the Volunteer HQ.

*Please post photos on:
#CHAMPIONSTOUR2017



Volunteer Uniforms

While on duty, volunteers will wear their uniform shirt and ball cap, bucket hat, or visor. Volunteers will provide their own khaki pants or knee-length shorts. Women have the option of wearing khaki pants, shorts, skirts, skorts, or capris. Volunteers are encouraged to bring a change of clothes (at least a different shirt) and attend the tournament during their off hours.

Volunteer Parking

Parking for all volunteers, Monday through Thursday, will be in Spectator Parking at both Buffalo Ridge and Top of the Rock. We will shuttle you to Volunteer HQ upon your arrival. Friday through Sunday, you will park at College of the Ozarks. The lot will be located off of Business 65 across from the Keeter Center. College of the Ozarks is located just to the west of Highway 65 in Hollister. You will park, and then take a shuttle to the Volunteer HQ of the course you are scheduled for that day. Please note there are two different shuttles, one for each course. Make sure you know which course you are working each day so you will know which shuttle to ride. The shuttle drops you off in front of the Volunteer HQ at both courses. Again, be prepared, and allow extra time for shuttling to the course.

Thanks Arnie!

Volunteer Shuttle Hours

GOING TO BUFFALO RIDGE

Monday–Thursday

No shuttle to Buffalo Ridge. Proceed directly to the course and park in the public parking lot.

Friday–Saturday

Park at the lot at College of the Ozarks and take a shuttle to Buffalo Ridge. Shuttle runs 5:00 am to one hour after play concludes for the day.

Sunday

No play at Buffalo Ridge, so no shuttle.

GOING TO TOP OF THE ROCK

Monday–Thursday

No shuttle to Top of the Rock. Proceed directly to the course and park in Spectator Parking.

Friday–Sunday

Park at the lot at College of the Ozarks and take a shuttle to Top of the Rock. Shuttle runs 5:00 am to one hour after play concludes for the day.

Volunteer Rules and Responsibilities

Failure to adhere to any of the following will disqualify you for current and future volunteer consideration.

1.) All volunteers are required to work a minimum of three (3) shifts. If you encounter a scheduling conflict or personal emergency, please notify your chairman as soon as possible. They will give you an opportunity to reschedule.

2.) Volunteer credentials are NOT transferable. Do not loan them to family or friends.

3.) Volunteers should not bring family members, children, spouses, or guests to their assigned areas while they are working. You are welcome to have a guest attend the tournament while you are working, but they must have a proper ticket and should observe the guidelines for all spectators. For example, guests with grounds tickets may not go into hospitality areas even if you are working in the restricted area.

4.) Access to restricted areas without the proper credentials is strictly prohibited. Examples: the clubhouse, hospitality venues on courses, the driving range, etc.

Volunteer Rules and Responsibilities (cont.)

5.) Consuming alcoholic beverages while on duty is strictly prohibited.

6.) Volunteers are not to request autographs of the golf professionals while on duty. Volunteers are not to ask for autographs while wearing their volunteer uniform. Should this policy be violated, the volunteer may be asked to leave.

7.) If you have completed your volunteer duties and are spectating, please change your shirt as this will allow tournament officials to know who is currently volunteering.

Questions and Comments

All volunteer questions and comments can be sent to golfvolunteer@basspro.com

Gate Hours for 2017 Bass Pro Shops Legends at Big Cedar

Monday.....	Closed to the Public
Tuesday.....	Closed to the Public
Wednesday.....	8:00am—Both Courses
Thursday.....	8:00am—Both Courses
Friday.....	8:00am—Both Courses
Saturday.....	8:00am—Both Courses
Sunday.....	7:00am—Top of the Rock only, Buffalo Ridge closed

Saturday Family Fun Day!

FREE tickets for kids 17 and under with paid adult.

At 3pm Top of the Rock—Driving range with Dude

Perfect, Fellowship of Christian Athletes, and a special
Christian singer.

Elevator Speech

Welcome to Bass Pro Shops Legends of Golf at Big Cedar Lodge. We are grateful that you are here!

May I be of assistance to you? Can I help you with directions? Have fun and post pictures on Facebook, Twitter, and Instagram. Tag us @bassprolegends

The Sinkhole

Right after the 2015 event, a huge sinkhole opened up at Top of the Rock. The collapse occurred after heavy rainfall, creating a large sinkhole 70 feet across and 40 feet deep. Fortunately, the sinkhole didn't open up beneath one of the structures or holes. But you can't miss it—it's in the middle of the practice range, right next to Tom Watson's "Himalayan" putting green.

Since May of 2015, excavation crews have removed 375,000 cubic yards from the sinkhole, digging in the hopes of discovering a passageway to connect the system and reveal a new wonder below. The sinkhole is now 12 times larger than its original volume. Crews have removed 40,000 truckloads of dirt and rock, expanding the hole to its current size of 200'Wx170'Lx100'D.

General Information

In case of an Emergency:

1. Do not move the person. Make sure they are comfortable without being moved.
2. Contact the nearest security officer, medical staff member, or volunteer with a tournament radio. There is a Marshal Hole Captain with a radio at each hole, Give the exact location of the emergency (i.e. golfer is right of number 14 green). Please stay at the scene until emergency personnel arrive.

Cellular Phones

Cellular phones/devices are permitted on premises during the tournament, but the sound must be on silent. Calls may be placed or received only in designated cell phone zones. No audio or video may be captured at any time. Violation of this policy will result in the volunteer or spectator being asked to leave.

Inclement Weather Policy

Volunteers will be notified of an inclement weather delay by the on-course air horns and the electronic scoreboard. Once play has been suspended, it is imperative that all spectators evacuate the public bleachers and the course and seek shelter immediately. Volunteers on duty are asked to please

Inclement Weather Policy (continued)

assist the public in finding shelter. Volunteers are then asked to proceed to Volunteer HQ to await further instructions. During the delay, a decision will be made by Tour Rules Officials as to if and when play will resume. Please do not leave the course during the delay. Actual play begins when the Tour Rules Officials blow the on-course air horns.

Prohibited Items

The following items are prohibited at the tournament at all times: backpacks; chair bags; lawn or oversized chairs; seat cushions; pets (except for service animals); bicycles; video cameras; camera; radios, televisions, or other noise-emitting products; signs or banners; alcoholic beverages; outside food or beverage (except for medical or infant needs); plastic, metal or glass cups; cans, containers, or coolers of any kind; weapons of any kind; computers or laptops; fireworks; illegal substances; laser pointers; poles or rods; any carry items larger than 12"x6"x12"; and any other items deemed unlawful or dangerous by the PGA TOUR or tournament security.



Top of the Rock

General Info:

“It’s without question the finest and most incredible par-3 course in the world.”

-Gary Player

The Par-3 Top of the Rock golf course offers a one-of-a-kind golf experience designed by golf legends Jack Nicklaus, Arnold Palmer, and Tom Watson. The natural Ozarks topography and breathtaking views of Table Rock Lake make the Jack Nicklaus Signature Course unlike any other. Top of the Rock also features the new Arnold Palmer-designed “Cascades” practice facility with 16 target greens and a 70,000-square-foot “Himalayan” putting course designed by Tom Watson.

topoftherock.com

Buffalo Ridge

General Info:

You’ll be amazed by the transformation!

Be among the first to experience this totally re-imagined golf course. Buffalo Ridge has been dramatically reworked by visionary conservationist Johnny Morris and legendary golf course architect Tom Fazio. It features a challenging layout, etched into the Ozarks landscape with outstanding views. New approaches, water features, and completely renovated bunkers have been added to the course. Morris and Fazio redesigned the course layout to bring players in close contact with nature, native grasses, and free-ranging buffalo from nearby Dogwood Canyon Nature Park.

topoftherock.com

Big Cedar Lodge

General Info:

America's #1 family fun resort!

Big Cedar Lodge is the perfect place to kick back and get away from it all. Cast for bass in tranquil lakes...take long hikes on winding paths and backwood trails...relax in front of a roaring fire... rejuvenate in our world-class spa...or just gaze in wonder at the star-filled night sky. There is simply no better way to relax and unwind. Year after year, families come to Big Cedar Lodge to do just that. They come to rediscover the things that bring true satisfaction deep down...to escape the ordinary... and embrace the extraordinary.

Cedar Creek Spa

Spoil yourself at Cedar Creek Spa at Big Cedar, our new 18,000 square foot, world-class spa. Cedar Creek Spa is complete with hand-hewn timber ceilings, natural stone floors, hand-crafted stained-glass accents, and antique-style chandeliers.

bigcedar.com

Dogwood Canyon

General Info:

Welcome to a 10,000 acre paradise!

Aside from a few amenities to make Dogwood Canyon Nature Park more accessible to our guests, the rugged landscape has been left untouched so, with just a little imagination, you can travel back to a time when European settlers first entered the area or, even further, to explore the mark that Native Americans left on these Missouri hills and hollows. From hiking and biking to Segway tours, come explore the pristine beauty and captivating history of the Ozarks at Dogwood Canyon!

dogwoodcanyon.org

Notes: SMILE 

TWEET!

ENJOY!

SMILE 

PLEASE PICK
UP TRASH!

HAPPY
WAVE!

HOLD DOORS
FOR OTHERS

PLEASE PICK
UP TRASH!

SMILE 😊

TWEET!

ENJOY!

Thanks Arnie!

In Case of Emergency

Hold this card above your head to alert the Marshall Hole Captain, who has a radio.

1. Do not move the person. Make sure they are comfortable without being moved.
2. Contact the nearest security officer, medical staff member, or volunteer with a tournament radio. There is a Marshal Hole Captain with a radio at each hole. Give the exact location of the emergency (i.e. golfer is right of number 14 green). Please stay at the scene until emergency personnel arrive.



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