



# LEGENDS OF GOLF

## BIG CEDAR LODGE

# 2018 VOLUNTEER HANDBOOK

Tickets: 888-347-4426  
[bassprolegends.com](http://bassprolegends.com)

Thanks  
Volunteers!



*Dear Volunteer Team Member-  
Thank you for giving of your time, talent, and enthusiasm.  
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 5th 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 General Chairman

Kim Williams ..... Volunteer Coordinator

Becky Brown..... Volunteer Services Vice Chair

Sara Franks ..... VIP Services Vice Chair

Debbie Meyer ..... Scoring Services Vice Chair

Lori Miller ..... Spectator Services Vice Chair

Dick Thomas..... Marshals 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/

Welcome Center **(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.



**BigCedarGolf**

# Volunteer Uniforms

While on duty, volunteers will wear their uniform shirt and ball cap, bucket hat, or visor. Volunteers will provide their own black pants or knee-length shorts. Women have the option of wearing black 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.



# **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.

***Be sure to post/tag tournament photos using  
@BassProLegends***

# 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](mailto:golfvolunteer@basspro.com)



# Gate Hours\* for 2018 Bass Pro Shops Legends at Big Cedar

Monday.....	Closed to the Public
Tuesday.....	Closed to the Public
Wednesday.....	8:00am—All Courses
Thursday.....	8:00am—All Courses
Friday.....	8:00am—All Courses
Saturday.....	8:00am—All Courses
Sunday.....	7:00am—Top of the Rock only

\*Times subject to change

## Saturday Family Fun Day!

FREE tickets for kids 17 and under with paid adult.

At 3pm Top of the Rock—Driving range with special guests.

# 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? May 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 golf holes. But you can't miss it—it's on the left side of the practice range.

Since May of 2015, excavation crews have removed 475,000 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 over 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

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.

## Buffalo Ridge

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.

## Mountain Top Gary Player Course

Designed by Gary Player, the Mountain Top Course is the latest gem in the Big Cedar Lodge stable. The family-style, 13-hole short course is set high in Missouri’s Ozark Mountains, offering golfers breathtaking views of the region. Mr. Player’s fondness for rocks is on dramatic display here as the course winds its way through incredible 300 million-year-old limestone formations. In keeping with The Black Knight’s legendary commitment to fitness, this Par-3 golf course can only be navigated by walking—no golf carts allowed!

# Big Cedar Lodge

## *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 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](http://bigcedar.com)***

# Dogwood Canyon

## *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](http://dogwoodcanyon.org)***

Notes: SMILE 

TWEET!

ENJOY!

WAVE, HELLO! 

SMILE 

WAVE, GOODBYE! 

PLEASE PICK  
UP TRASH!

BOOK A TEE TIME!

HAPPY  
WAVE!

HOLD DOORS  
FOR OTHERS

PLEASE PICK  
UP TRASH!

SERVE!

SMILE 😊

TWEET!

ENJOY!

Thanks Volunteers!

# 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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**BIG CEDAR<sup>®</sup> LODGE**

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