

TRAINING FOR TOURNAMENT WEEK

PRESIDENTS CUP MARSHAL TRAINING GUIDE (V1)

Review these core steps for guest safety, rope lines, crowd control, player support, errant shots, and radio use. Follow your Hole Captain as play and crowd size change.

CORE ROLE AND GUEST SERVICE

- Know your post, your hole, and nearby key areas so you can help guests with basic directions.
- Manage gallery noise and traffic with calm, firm, and polite directions.
- Safety and fair play come first.
- If an issue is unsafe or beyond your role, contact your Hole Captain, a PGA official, or security.

CROSSOVERS

- Keep crossovers open most of the time. Hang ropes on the posts, never on the ground.
- Close the crossover as players approach, often when they reach or near the prior green. Follow your Hole Captain's signal and adjust for crowd size.
- Keep the crossover closed until the full group has passed, including players, caddies, carts, officials, and media.
- Let carts pass first. Then walk the ropes toward the fairway center and allow guests to cross.
- Crossovers are for crossing only. Keep guests moving and do not allow stops for photos or selfies.
- During heavy traffic, place an extra Marshal near the center to help control both sides.
- Once clear, return the ropes to the posts and prepare for the next group.

ROPES AND CROWD CONTROL

- When working inside the ropes, stay within one arm's length inside the rope.
- Stay alert to players, guests, carts, and other volunteers.
- When quieting or directing the gallery, face the guests, not the players. Glance over your shoulder to track play.
- Give directions before the player begins a stroke. Once the player starts, stop speaking and moving.
- Be calm, clear, and courteous. Follow your Hole Captain's direction as conditions change.

PLAYERS AND CADDIES

- Do not start conversations with players or caddies.
- Do not ask for autographs, selfies, or photos while working.
- Do not give advice, yardage, comments, or rulings. Only PGA TOUR Rules Officials may give rulings.
- Respect any request from a player or caddie to move your position.
- Respond at once to instructions about the gallery or an errant shot.
- Never touch or move a player's ball.
- Do not identify a ball. If asked by a player or caddie if the ball is theirs, just say **"There is A ball here."**

ERRANT SHOTS OUTSIDE THE ROPES

- Watch shots coming toward your area.
- If a ball is heading toward guests, call **"FORE, LEFT!"** or **"FORE, RIGHT!"**
- Move to the ball at once, protect the area, and do not touch or move the ball.
- Keep guests safely back until the player, caddie, or ShotLink volunteer arrives.
- Create a clear path and enough room for the player's next shot.
- If the ball hits or lands near a guest, ask that person to remain in place until the player or caddie arrives, unless medical help is needed.
- A Captain should move to the area at once to help if needed.
- Follow direction from the player, caddie, or PGA officials regarding ropes and crowd control.

FINAL GROUP AND END OF PLAY

- Keep rope lines intact after the final group passes.
- Do not allow guests to enter or follow play through the fairway.
- Be ready for larger crowds near the final groups, especially on Sunday.
- Follow your Hole Captain, PGA officials, and security as the gallery moves toward the green.

RADIO COMMUNICATION

- **Listen first.** Use the radio only when needed. Keep calls short, clear, and focused.
- **Use a phone, text, or in-person talk when possible.** Do not let radio or phone use distract from your duties or the players.
- **Identify both parties.** State who you are calling, then give your name, hole number, and location. Wait for a reply before speaking.
- If you cannot respond, say **"Stand by."** In weak-signal areas, try twice, then wait before calling again.
- During **first aid, security, or evacuation events**, stay off the radio unless your message relates to the event.
- Radio priority is: **emergencies, evacuations, senior Marshal leadership, then routine calls.**
- Keep jokes, side talk, and casual chatter off the radio.

CHAIN OF COMMAND

- 1 Marshal**
- 2 Hole Captain**
- 3 Front / Back Nine Lead** — Bob Miller (Holes 1–9), Brogan Ptacin (Holes 10–18)
- 4 Co-Chair** — Guy Eisenhuth
- 5 Committee Chair** — Jason Frey

REMEMBER

SAFETY FIRST. PLAYERS AND PLAY COME FIRST. FACE AND MANAGE THE GALLERY. KEEP CROSSOVERS MOVING. PROTECT ERRANT SHOTS. WHEN UNSURE, CONTACT YOUR HOLE CAPTAIN.

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