

# **NATIONAL BANK OPEN NEW VOLUNTEER ORIENTATION**

**July 9<sup>th</sup> - 10<sup>th</sup>**





TORONTO

Emirates  
FLY BETTER

Emirates  
FLY BETTER

FedEx

ATP TOUR

IRIS

Sobeys

NATIONAL BANK

NATIONAL BANK

IRIS

motorola

Canmore

50+50

A TENNIS CANADA  
EVENT

NATIONAL BANK

ROGERS.

NATIONAL BANK

Emirates FLY BETTER

Pizzaville  
FLY BETTER PIZZA

YORK  
UNIVERSITY

HARVEY'S

ROGERS





# MEET THE TEAM

# VOLUNTEER OFFICE



**Greg Jauncey**  
Director of Event  
Operations



**Caterina Lombardi**  
Event Operations &  
Volunteers Coordinator



**Nishil Agrawal**  
Assistant Operations  
Coordinator



**Sarah Pecile**  
Assistant Volunteer  
Coordinator



**Karl Hale**

**Tournament Director**



**Gavin Ziv**

**SVP Professional Events & Managing Director  
National Bank Open- Toronto**

# OTHER IMPORTANT FACES OF TENNIS CANADA



**Michael Downey**  
President and CEO



**Rob Swan**  
Chief Commercial Officer



**Eva Havaris**  
VP, Tennis Participation & Partnership



**Hatem McDadi**  
SVP, Tennis Development



**Anne Belliveau**  
SVP & Chief Marketing Officer



**Christine Wood**  
VP, People and Culture

# ABOUT TENNIS CANADA





# WHAT IS OUR MISSION?

A group of tennis players in a huddle on a court, wearing 'CANADA' sweatshirts. The image is overlaid with a red tint.

*To lead the growth of Tennis in  
Canada*

# WHAT IS OUR VISION?

A group of tennis players in a huddle on a court, wearing 'CANADA' shirts. The image is overlaid with a red tint.

*To become a world-leading  
tennis nation*

# WHAT ARE OUR VALUES?



TEAM WORK /  
TRAVAIL D'ÉQUIPE



PASSION



INNOVATION



ACCOUNTABILITY /  
RESPONSABILISATION



INTEGRITY /INTÉGRITÉ



EXCELLENCE

# TELL ME MORE...

- **Founded in 1890**
- **Owns and operates two of the premier level events on the ATP and WTA Tours**
- **Men & Women alternate annually between Toronto and Montreal**
- **Owns or supports 16 other professional level events in Canada**

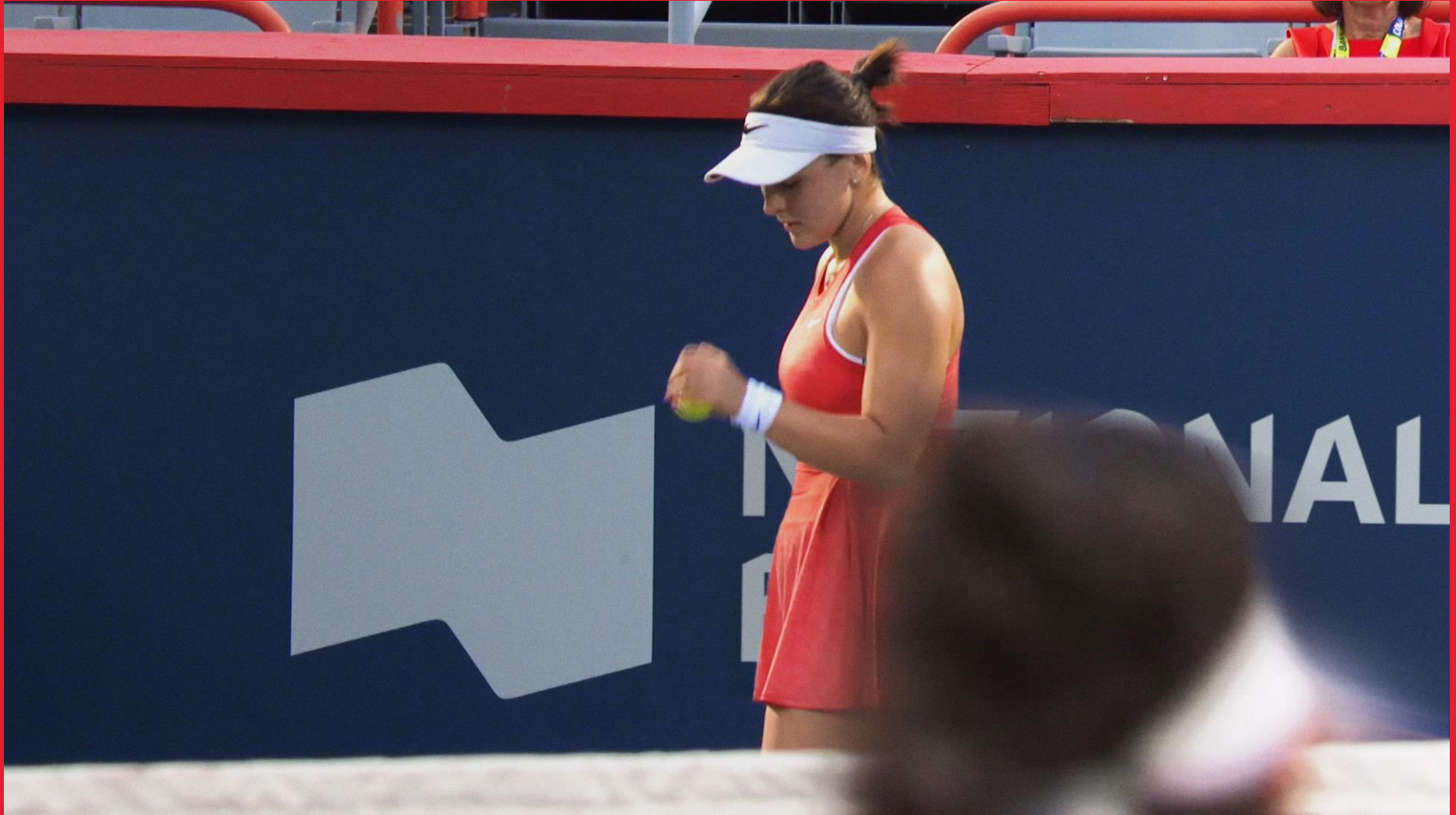
# TELL ME MORE...

- Operates national training centers in Toronto, Montreal and Vancouver.
- Administers Davis Cup, Billie Jean King Cup and the Olympic tennis teams
- Administers all wheelchair, junior and senior national teams



# TELL ME MORE...

- Responsible for the training, certification, and evaluation of all tennis officials in Canada
- Community Tennis – making tennis accessible and affordable in schools, public facilities, private clubs and community centers
- All surplus from the National Bank Open events in Toronto and Montreal are invested into growing the game of tennis



# TENNIS DEVELOPMENT





# STRATEGIC PLAN

- **Tennis Players and Fans**

- Increase the number of frequent tennis players under the age of 12
- Increase the number of self-declared tennis fans
- Help fuel the three major trends in tennis
  - Kids Tennis
  - Team Tennis (Leagues)
  - University and College Tennis

## **Davis Cup and Billie Jean King Cup**

- Maintain our Davis Cup World Group and Billie Jean King Cup World Group status



Simona Halep, 2018 Champion

# NATIONAL BANK OPEN 2022



# TOURNAMENT INFO

- The National Bank Open presented by Rogers is owned and operated by Tennis Canada
- The 2022 tournament in Toronto will be the 140<sup>th</sup> edition of the Canadian Tennis Championships
- Only Wimbledon and the US Open are older
- More than \$2.5 million USD in prize money

# MORE TOURNAMENT INFO...



## SOBEYS STADIUM

Completed in 2004

Over 15 acres

Stadium holds 8,000

1,900 on GS

900 on Court 1

12 outdoor and 4 indoor  
courts

# VOLUNTEER PROGRAM

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- Over **1,100** Volunteers
- **28** Different committees ranging in size from 6 to 240+ volunteers
- Volunteers are from **11** to **90+** years of age
- Committee Heads have averaged **20** YOS
- Volunteers have averaged **7.5** YOS
- Longest serving volunteer is in her **46<sup>th</sup>** year

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# BENEFITS

- Accreditation pass
- Access to seating on Stadium Court
- Parking
- Tickets
- Uniform
- Water Bottle
- Meals



# YEARS OF SERVICE

- Pin every year
- YOS pins
- Ticket packages
- Breakfast
- YOS Suite
- YOS Wall in Volleys

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# **VOLUNTEER AWARDS**

- **ABC awards recognize you for going above and beyond the call of duty**
- **Exemplifying volunteer core values**
- **MVP Awards**
- **Prizes/awards**

# FILA Uniform Package

- 2 shirts
- 1 Jacket
- 1 Hat

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# UNIFORM & ACCREDITATION POLICY

- DO NOT REQUEST PHOTO'S OR AUTOGRAPHS FROM PLAYERS OR VIP'S
- When in public areas (anywhere that a ticketholder can go) you may take photos and ask for autographs as long as you are out of uniform and not wearing your accreditation
- Do not go into back of house areas unless required by your volunteer duties
- Participation in activities is only permitted when you are out of uniform and not wearing your accreditation

# UNIFORM POLICIES

## Footwear

- Clean running, training or tennis shoes **ONLY**
- No open toe footwear is allowed
- No sandals or flip-flops are allowed

## Bottoms

- Shorts, skirts or pants are allowed
- No restrictions to pant colour

# VOLLEYS



- Meeting place for many Committees
- Volunteer Office desk
- Volunteer YOS and “Wall of Fame”
- Volunteer Awards Wall
- Volunteer restaurant

# VOLUNTEER PARTY



# CATERING

- *Marigolds and Onions* is the official tournament caterer
- Pre-tournament shift meals will be provided
- Meal vouchers can be exchanged only during the appropriate time for one meal and drink
- Coffee and water available all day
- Volleys meal hours
  - Lunch from 11:00am to 3:00pm
  - Dinner from 4:00pm to 9:00pm
- Outdoor seating area
- All volunteers will also receive one “Golden Ticket” to redeem at any restaurant in the Food Courtyard





# ATTENDANCE & RAIN

- All volunteers are expected to be onsite and ready to work when their shift is scheduled regardless of weather conditions
- Even if tennis is not played due to rain, the site is still open and we are here working
- If for whatever reason you are going to be late or miss a shift, your first point of contact is your Committee Head. If your CH cannot be reached then contact the Volunteer Office.

# COMMUNICATION

- Questions that are specific to your committee (schedules, shifts, duties) should be directed towards your Committee Head
- Questions that are related to the volunteer program on a whole can be directed to the Volunteer Office
  - The best way to reach the Volunteer Office is by email: [volunteers@tenniscanada.com](mailto:volunteers@tenniscanada.com) or directly at the desk in Volleys

# NEWSLETTER

- The volunteer newsletter will be sent out nightly starting the day before the tournament
- Some of the content will include:
  - Volleys menu for the next day
  - Volunteer specific stories
  - Weather forecast
  - ABC winners
  - Communication specific to the volunteer program



# OUR EXPECTATION



- Represent Tennis Canada and the National Bank Open in a friendly and professional manner
- Give your best at all times
- Follow the policies and procedures outlined in the volunteer handbook
- Do your best to ensure a positive experience for everyone with whom you have contact
- Maintain confidentiality of all privileged information regarding Tennis Canada and the National Bank Open

# WHAT YOU CAN EXPECT

- You will be treated as valued individuals
- You will be provided with a safe working environment
- The program will be improved each year based on volunteer feedback
- We will do our best to ensure that you enjoy your time with us



Elina Svitolina, 2017 Champion

**BREAK  
5 MINUTES**



# INTERACTION STATS

- Volunteers are our most important asset for customer service as they have the most touch points of interaction with our patrons
- The typical 100 level patron interacts with 8 volunteers before reaching their seat
- On average, each minute every volunteer will interact with one patron
- That's over **2.6 million** interactions



# CUSTOMER SERVICE





**Our customer  
service purpose?**

***Positive  
Guest  
Experience***

**How do we ensure  
this with every  
guest?**



**SAFETY**

**COURTESY**

**QUALITY  
STANDARDS**

**EFFICIENCY**

**PASSION  
FOR  
TENNIS**



# **SAFETY**

- **Provide a safe environment**
- **Work organized and clean**
- **Remain calm**

# **COURTESY**

- **Be polite at all times**
- **Act as a host or hostess**
- **Show respect to all**



# **EFFICIENCY**

- **Staff at optimum levels**
- **Immediate service recovery**
- **Escalate issues up**



# **PASSION FOR TENNIS**

- **Be knowledgeable**
- **Empathize**
- **Share communication tools**





**Displaying consistency with our quality standards only gets us half way there.**

*There are a few key behaviours to always follow.*

# KEY BEHAVIOURS

A close-up photograph of a man with glasses and a headset, smiling warmly. The image is overlaid with a semi-transparent red filter. The man is wearing a white shirt and a dark lanyard with 'CANADA' visible. The background is slightly blurred, showing what appears to be a window or a wall.



- Welcome all patrons & seek out guest contact
- Smile & make eye contact
- Display positive body language

# EMERGENCY PROCEDURES

- In the event of an emergency, instructions will come from the Emergency Response Team through the Ops. Director
- If evacuating, volunteers are not expected to clear areas, they are to leave with patrons
- The meeting place in the event of an evacuation is across Shoreham, North of the stadium on the grass area



# EMERGENCY PROCEDURES

- 2 stage alarm  
- When in doubt? Call 911
- First aid responders on site



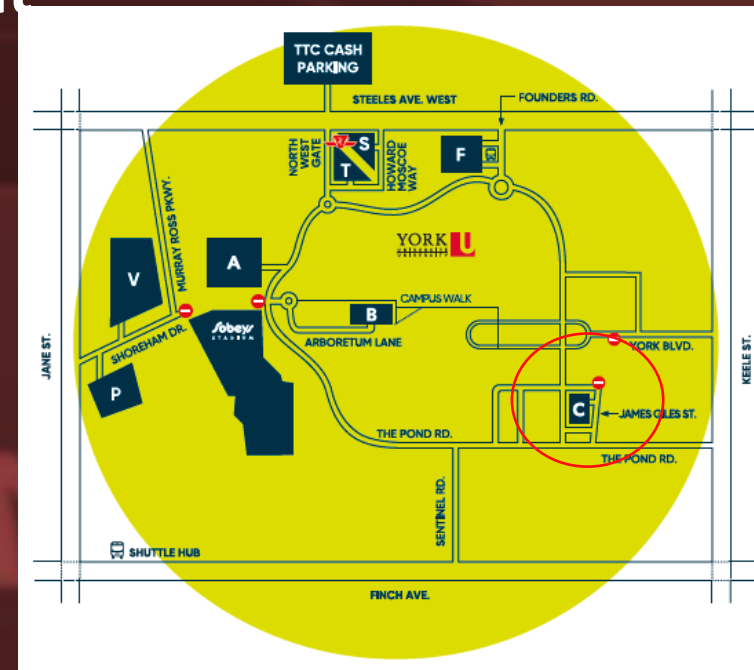
TORONTO

# LOST CHILD

- **Contact security who will have onsite TPS officers walk the child in their immediate vicinity to look for their parents**
- **Relay information on channel 1 to guest services**
- **If the parent(s) are not immediately found, help take the child to guest services at the main entrance**

# PARKING

- You will be provided with a parking pass that is good for one vehicle for the duration of the tournament in Lot C. You must register your vehicle with HONK.
- The pass can be used for multiple vehicles but only for one at a time
- You may still use your parking pass when off duty or on a day off when coming to the event
- It is approximately a 15 minute walk from the parking lot to the main entrance, and a 7 minute walk from Pioneer Village Subway Station



# **TTC FREE RIDE PROGRAM**

**All outbound travel from Pioneer Village Station on TTC Transit Operators will be FREE to all patrons and accredited volunteers**

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# **WALKING PROGRAM**

**We encourage you to not walk back to your car alone at night.**

**Buddy up with someone on the same shift as you. Or if you are alone, go to The Volunteer Office, located inside of Volleys, to meet up with others to walk with.**

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# **WATER REFILL STATIONS**

- **Water bottle refill stations**
  - North East side of concourse
  - South West side of concourse
  - South side of concourse
- **Volunteer Relief Tent**
  - South end
- **Volleys**



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# **SECURITY & PROHIBITED ITEMS**

- **Major event level security**
  - **Bag Checks**
  - **Walk through metal detectors**
  - **Must wear accreditation at all times**
- **Prohibited Items and Terms of Entry**
  - **Links are located on your accreditation**
  - **Plastic or Metal Bottles are allowed**
  - **Sunscreen in an aerosol can is allowed**



Bianca Andreescu, 2019 Champion

# **VOLUNTEER HANDBOOK**

- **To be sent out shortly to all volunteers (electronically)**
- **To be read before first shift**
- **Includes all additional information about Tournament and Volunteer program**

# **VOLUNTEER POCKET GUIDE**

- **Distributed by Committee Heads when you arrive for your first shift**
- **Extra copies can be found at Volunteer Office in Volleys**



# FEEDBACK

- Feedback from our volunteers is always welcomed and encouraged
- Volunteers have two ways for providing general feedback:
  - In person at the Volunteer Office
  - By emailing [volunteers@tenniscanada.com](mailto:volunteers@tenniscanada.com)

# **PERFORMANCE REVIEW**

**During the tournament, all volunteers will be evaluated on their initiative, punctuality, competence, general conduct and overall performance.**

# PERSONNEL REPORT FORMS

- Absenteeism, Late to shift, Misconduct/Neglect of duty ...or any type of behavior that violates the volunteer program's standards
- 3 steps: 1<sup>st</sup> offense, 2<sup>nd</sup>/final offense, Termination
- To be filled out by Committee Head or Captain and signed by volunteer



# WHERE TO GO ON DAY 1

- For many Committees it will be Volleys
  - Eg. Stadium Control, Pass Control
- For others you have an office within the building
  - Eg. Promotions, Ballcrew
- For others it will be the actual operations area where the Committee works
  - Eg. Transportation, Guest Services

No matter where you meet you enter through the VIP entrance



?

Simona Halep, 2016 Champion

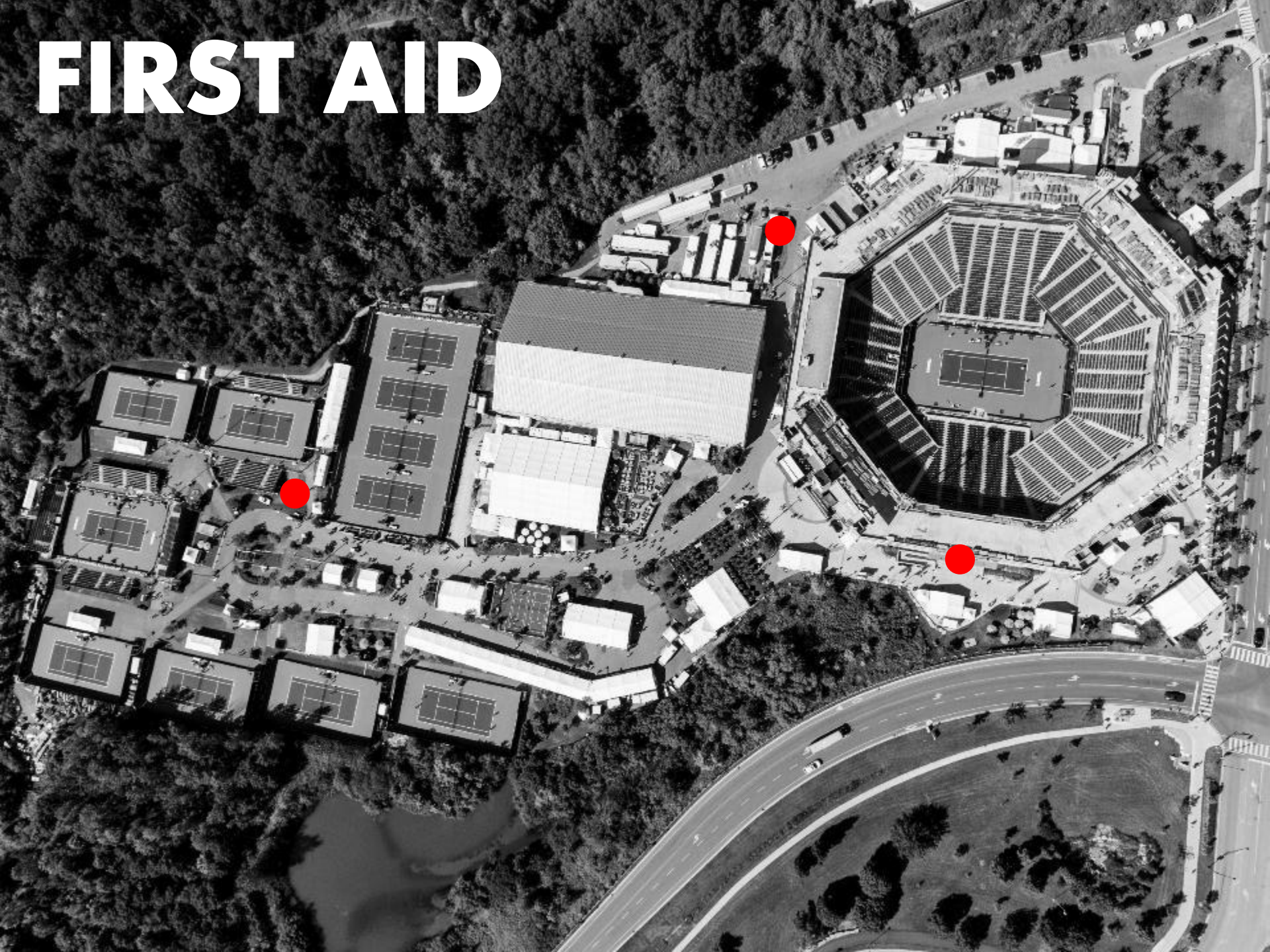
# KEY SITE POINTS



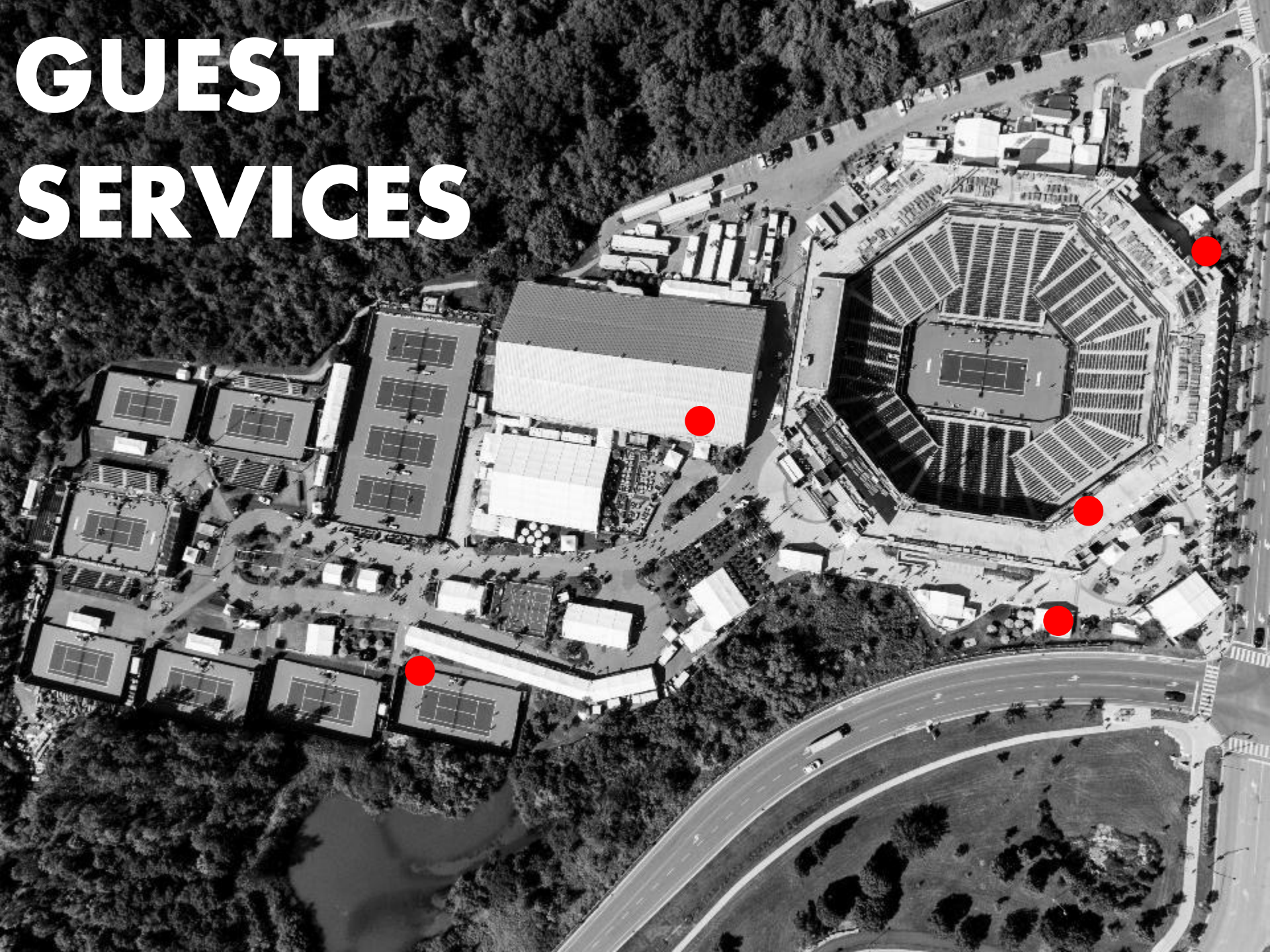
# ENTRANCES



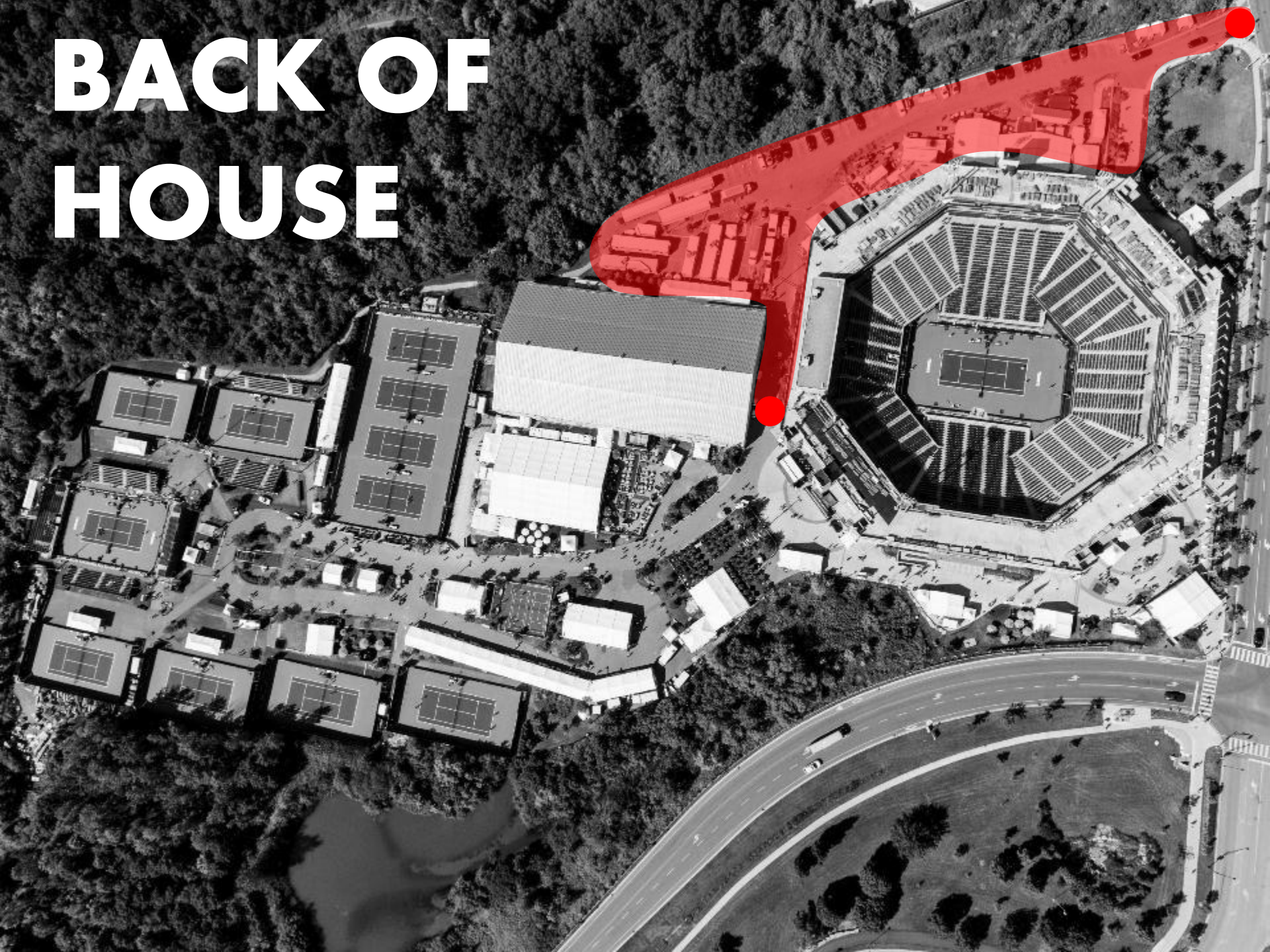
# FIRST AID



# GUEST SERVICES



# BACK OF HOUSE



# PLAYER UPDATE

**(Not confirmed)**

## CURRENT TOP 10

Iga Swiatek  
Ons Jabeur  
Anett Kontaveit  
Paula Badosa  
Maria Sakkari  
Aryna Sabalenka  
Karolina Pliskova  
Danielle Collins  
Jessica Pegula  
Garbine Muguruza

## SIGNATURE PLAYERS

Serena Williams  
Venus Williams  
Victoria Azarenka  
Simona Halep

## CANADIANS

Bianca Andreescu  
Leylah Fernandez  
Gabriela Dabrowski  
Rebecca Marino  
Eugenie Bouchard



# CHAMPIONS LIST

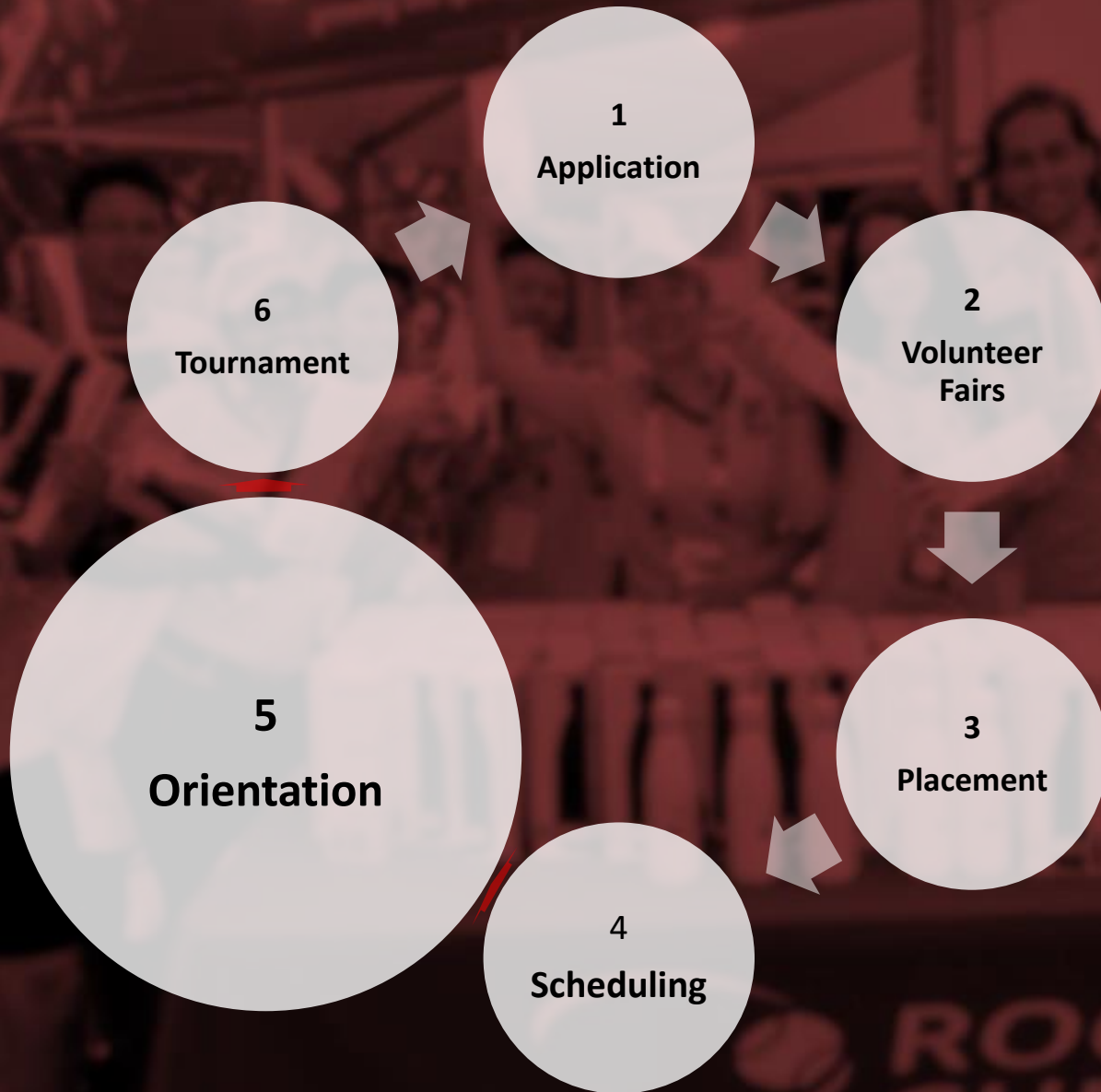
## YEAR

2021 Camila Giorgi  
2019 Bianca Andreescu  
2018 Simona Halep  
2017 Elina Svitolina  
2016 Simona Halep  
2015 Belinda Bencic  
2014 Agnieszka Radwanska  
2013 Serena Williams  
2012 Petra Kvitova

## YEAR

2011 Serena Williams  
2010 Caroline Wozniacki  
2009 Elena Dementieva  
2008 Dinara Safina  
2007 Justine Henin  
2006 Ana Ivanovich  
2005 Kim Clijsters  
2004 Amelie Mauresmo  
2003 Justine Hénin-Hardenne

# TIMELINE



ROGERS  
CUP

# **NEXT STEPS...**

**TODAY – Site Tour**

**TO COME – Package Pick Up**

- **Uniform**
- **Accreditation**
- **Water bottle & Accessories**
- **Tickets and Parking Pass are virtual**





Belinda Bencic, 2015 Champion

# Question Time



# WELCOME TO THE TEAM!



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