



**Airport Greeters:** Airport greeters will meet all players upon arrival and guide them to our designated transportation. Players will arrive 2 to 3 days before the event starts, so if you'd like to help in this area, you will be asked to provide availability starting Friday, February 21. This position required standing and walking for long periods of time. A friendly smile is definitely an asset!

**Drivers:** The drivers will partner up with the airport greeters and drive players, officials, and VIP guests to designated locations. Official cars will be provided by the tournament. All drivers must be minimum 25 years old, able to provide a copy of a driver's abstract with a good driving record, an official police check letter and a copy of valid driver license. Being familiar with the city of Calgary is an asset. The main routes the drivers will be working on are:

- Between Calgary International Airport and official hotel
- Between official hotel and Alberta Tennis Centre
- Between Alberta Tennis Centre to Calgary International Airport

**Credentials/Will Call:** Will Call volunteers will welcome all players, coaches, VIP guests, sponsors and attendees to our event. The main work area is located at the main entrance of the venue. This position will answer all types of questions, hand out credentials/ VIP passes to authorized individuals, collect passes and accreditation and complete the records, complete volunteer sign-in and sign-out records on a daily basis.

**Ushers:** Ushers will guide spectators and box holders to assigned seating areas based on their ticket types. Ushers also need to maintain the order at the seating area during the matches. This position helps officials provide the best environment for the players, and ensures a good atmosphere is provided for the spectators. You will be placed in either two of the following areas:

- Match court access points: to guide spectators to their designated seating areas based on the ticket type and provide all relevant information with spectators including the match schedules and order of play.
- Alongside the bleachers and corporate seats: ensuring all attendees follow the proper tennis etiquette while the point is still in play.

**Media Services:** We are gathering a special active group of volunteers that help us interview players and create content for our social media platforms. It is important to assist all journalists entering the venue and guide them towards the players for interviews, as well as provide them with real-time data of the tournament's results. This team will require volunteer hours before the event starts. Relevant experience and education is an asset.

**Access Control & Verification:** The access control team plays an important role at the gate of the venue as well as other access points such as players' lounge and VIP lounge. Tickets and credentials will be required to enter these points, and the approval of access to the courts and entrances is only granted to approved personnel. This position helps the tournament staff to provide a safe and secure environment to all attendees on site.