



# SURBITON TROPHY



## Volunteer Information Form 2023

### What are we looking for?

In June 2023 the LTA is hosting a week-long international tennis tournament at the Surbiton Racket and Fitness Club. The tournament, the Surbiton Trophy, will combine a women's ITF World Tennis Tour \$100k event with a men's ATP Challenger Tour 125 event.

We would like friendly, fun and enthusiastic volunteers to help support our delivery of the event!

### When are we looking for volunteers?

Competition Days: Sunday 4<sup>th</sup> June 2023 – Sunday 11<sup>th</sup> June 2023

We ask for a minimum commitment of 2 days across the week.

### What's in it for you?

- Have fun and meet new people while also getting the chance to get up-close to a world-class tennis tournament!
- Gain experience and specific training in event-volunteer roles such as court stewarding, ticket checking, and being the face of an international sporting event.
- Add valuable experience to your CV.
- Enjoy lunch and refreshments provided on-site each day.
- Get the opportunity to watch tennis on Centre Court, the match courts and practice courts during allotted breaks.
- Tournament branded uniform.

Unfortunately we are not able to offer accommodation or travel support to volunteers. We do have a list of affordable accommodation options we can share on request.

### Who are we looking for?

Our volunteers perform a vital role as the public face of the Surbiton Trophy during the tournament, ensuring that our spectators have a positive, enjoyable and safe experience. It will be their responsibility to provide an exceptional level of customer service to everyone on-site.

We are looking for people with the following skills and experience:

- An interest and knowledge in sport and tennis in particular
- Experience of volunteering at a sports club or at sports events previously
- Confidence and experience of dealing with customers in a busy environment
- Exceptionally reliable, punctual and flexible
- Well presented, friendly and polite
- Ability to work well within a team, even with people they have only recently met
- Ability to adapt quickly to a role and troubleshoot issues as they arise

### Team Leaders (as well as the skills and experience above) (min. 5 days required)

- Oversee a team of people working in the same area
- Understand and carry out the evacuation procedure if necessary

Volunteers will be given the chance to work in some of the following roles:



### **Court Stewards**

- On Centre Court checking tickets and showing spectators to their seats
- On all courts, ensuring that tennis etiquette is followed during play by ensuring spectators are seated and quiet, only moving around during the correct time in play
- Following accreditation procedures for the area
- Understanding of evacuation procedures for the show-court area
- Knowledge of tennis advantageous to help with spectator queries

### **Ticket Checkers**

- Checking spectators' tickets on entrance to the grounds
- Being the welcoming face of the tournament at the entrance
- Answering any spectator queries

### **Site Welcome and Way-finding**

- General roles around the tournament venue which include; assisting spectators with queries, welcoming and directing spectators to the grounds, looking after school groups, assisting security if required

### **Participation Assistants (min. 4 days required)**

- Having a go at any tennis or sporting activities going on such as Mini Tennis and encouraging the public to take part too
- A fun bubbly and energetic attitude is key!

There will also be a number of stewards required to cover lunch and afternoon breaks. These Relief Stewards will work in a number of locations each day.



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## TROPHY

### Volunteer Application Form Sunday 4<sup>th</sup> June 2023 to Sunday 11<sup>th</sup> June 2023

In 2022 volunteers helped make the event successful and popular for many players, spectators, and visitors. This year we are again looking for your help! There are a wide range of roles to undertake during the event, from stewarding, helping in the kid's zone, ticketing, and programmes.

If you would like to help this year, please fill out the details below.

Name	
Email Address	
Mobile Number	
Role Interested in	<b>STEWARD</b> (Please circle) <b>DRIVER</b>
Surbiton Club Member?	<b>YES</b> <b>NO</b> <b>NEW</b> <b>VOLUNTEER?</b> (Please circle)
Volunteer meeting date	Sun 21st May 1pm / Wed 24 <sup>th</sup> May 7.30pm / Sun 28th May 1pm (Circle which one you can attend)

Please tick all shifts you can work:

\* = some days could be 9pm finishes.

	Sun 4th	Mon 5th	Tue 6th	Wed 7th	Thu 8th	Fri 9th	Sat 10th	Sun 11th
0800 start? Y/N Day Shift	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Pm Shift 2pm to close*								

Help may also be needed from Wed 31 May – Sat 3 June. Tick if can help on these days.

Wed 31 <sup>st</sup> May	Thu 1st	Fri 2nd	Sat 3rd	Hours TBC
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I have a valid DBS check certificate:  
circle)

Yes / No (Please



I also consent to having my personal details been stored by the club and circulated to the relevant club officials for tournament purposes only: Yes / No (Please circle)

Circle your clothing size for your volunteer uniform: Small / Medium / Large / Extra Large

Please return your form by email to [dave.carter@surbiton.org](mailto:dave.carter@surbiton.org) or drop/post to the Club office (Surbiton Racket & Fitness Club, Berrylands, Surbiton, Surrey, KT5 8JT).

**Closing date Fri 7<sup>th</sup> April 2023**

