



Event Coordinator Manual

Revised April 17, 2017

Thank you for volunteering to be an Event Coordinator!

Your role as a coordinator is very important to our chapter! You are the reason our events run smoothly and that the members are able to enjoy the event.

There are several tasks which need to be done before, during, and after the event to make for a great event. This document will outline those tasks.

Should you have any questions at any time about this document, the event, or your role, please contact the Director of Events and Activities at golfevents@ewgaboston.org.

We also have Event Planners that have booked the events and are familiar with course contracts, etc. You will be receiving an information sheet about each event you run with key details.

The manual has been divided into a series of checklists. These checklists are intended to highlight each task. If you are reading this online, you can click on the link in the list to jump to the section of the manual with more details about the task.

It is recommended that you print out the manual and reference it as needed. You can also use the checklists to check off the tasks you have completed.

So let's get started!

Before the Event

Task	Notes about Task	When to complete it by
<p>Register for the event.</p>	<ul style="list-style-type: none"> Register and pay for the event as soon as registration opens. Check on the Event Registration page to see the dates. An Event Coordinator discount code will be sent prior to the opening of registration. Enter it when you register. Once you have registered, email Rose Cuozzo, so that a reserved spot for you is released. <p><i>Note:</i> Once registration starts you will receive emails about who registered and who cancelled.</p>	<p>Four weeks before the Event.</p> <p>Completed on: ___/___/2017</p>
<p>Receive Golf Course contact details and your Golf Fusion event administrator login.</p>	<p>You should receive an email from the <u>Director of Events</u> at least 3 weeks before the event. This email will contain an Event Information Sheet with:</p> <ul style="list-style-type: none"> Golf course contact details. Contract or specific details about this event. Your Golf Fusion event administrator login. Golf course agreed costs and receiving the check you will use to pay the balance at the course. Whether you need prizes for this event and what you'd like out of the prize pool. <p>If you do not receive this email, please contact golfevents@ewgaboston.org as soon as possible.</p>	<p>Three weeks before the Event.</p> <p>Completed on: ___/___/2017</p>
<p>Review the information sent to you and ask any questions.</p>	<ul style="list-style-type: none"> Log on to: http://www.golffusion.com/ewgaboston/admin/login using your Golf Fusion Event Administrator login. Click on Event Registration to review the details about the event. Contact Director if you see any discrepancy between what you see and Event Information Sheet. <p>Click here to go to specific instructions on how to do this.</p>	<p>Three weeks before the Event.</p> <p>Completed on: ___/___/2017</p>

<p>Make initial contact with the golf course.</p>	<p>Call the golf course and discuss the following:</p> <ul style="list-style-type: none"> ● Introduce yourself to the golf course with your name and that you are with the EWGA Boston Chapter. ● Confirm with the golf course: <ul style="list-style-type: none"> ○ Starting tee time ○ Number of scheduled tee times ○ Number of minutes between tee times. ● Make note of any changes. ● Let the course know that you will be contacting them 7-10 days before the event with the final number of players and you will cancel any extra tee times (if needed). ● Verify with the course that we plan to pay by check for the balance due on the day of the event. If they require other arrangements, please make note and contact golfevents@ewgaboston.org. ● Make a note of who you talked to. ● Give the course a way to contact you should there be any issues (e-mail or phone number). <p>If anything unexpected happens during this call, contact golfevents@ewgaboston.org as soon as possible.</p>	<p>Two weeks before the Event.</p> <p>Completed on: ____/____/2017</p>
<p>Event fills up</p>	<p>If your event is full, please call the course and ask if you can get an additional tee time. Contact golfevents@ewgaboston.org to increase the number of places in the event or email Rose Cuozzo to add an alternates registration event (waiting list).</p>	<p>Up to date registration closes.</p> <p>Completed on: ____/____/2017</p>
<p>Report final number of players to the golf course.</p>	<p>As soon as registration closes:</p> <ul style="list-style-type: none"> ● Check the Golf Fusion registration page for the final number of players signed up. ● Contact the golf course to confirm and adjust the number of tee times as necessary. ● Ask about which holes are best for closest to the pin, longest drive, etc. ● Ask if they want the pairings list emailed now or a hard copy the day of the event 	<p>The day after registration closes.</p> <p>Completed on: ____/____/2017</p>

<p>Set up and Post the Pairings.</p>	<p>As soon as registration closes and by the Wednesday before the event:</p> <ul style="list-style-type: none"> • Log onto Golf Fusion (http://www.golffusion.com/ewgaboston/admin/login) and set up the pairings. • Put yourself in one of the last groups so that you can greet the players and handle any late arrivals, switching order of groups, etc. • Click Finalize on the Golf Fusion page. Until you do this, no one can see your working list. <p>Click here for Golf Fusion Information Click here for Notes on Pairings</p>	<p>After registration closes and no later than the Wednesday before the event.</p> <p>Completed on: ____/____/2017</p>
<p>Email the Players.</p>	<p>Use GolfFusion to send an email to the players to introduce yourself and to let them know the pairings are up. A suggested email can be found here. Feel free to adjust the wording to match your writing style and the situation. Be sure to include any additional details, such as range balls included, contests, etc.</p>	<p>No later than Wednesday before the event.</p> <p>Completed on: ____/____/2017</p>
<p>Email pairings to course</p>	<p>If the golf course has requested a pairings list ahead of time, print a pdf version of the pairings and email to your contact at the course.</p>	<p>Prior to event as requested.</p> <p>Completed on: ____/____/2017</p>
<p>Handle cancellations and refunds</p>	<p>To delete a player, open the Roster and check the box in the Delete column. Then click "Save All Changes".</p> <p>If a player cancels after the GolfFusion cancellation date and you have alternates waiting, they will get a refund. Please indicate that in the Payment Status field in the Event Registration. If there are no alternates, ask the course if you have to pay for that player(s). Sometimes you may not have to pay. If you have to pay the course, the player will not get a refund.</p> <p>Email Rose Cuozzo to move the alternate to the main event registration. Contact the alternate to tell them they can play and give them instructions for paying. If they no longer want to play, delete them from the roster.</p> <p>All refunds will be processed immediately after the event so they can be handled as a group.</p>	<p>Up to day of event.</p>

On the Day of the Event

Task	Notes about Task	When to complete it by
Print out 3 copies of the Pairings roster.	<ul style="list-style-type: none"> ● 1 for you; 1 for pro shop; 1 for cart guys/starter. They may not need all of the lists, but bring them anyway just in case. ● There is a Print Pairings option in Golf Fusion admin. 	Before you leave for the golf course.
In case of inclement weather	<ul style="list-style-type: none"> ● Depending on the severity of the weather, the event may need to be rescheduled or postponed. Call the course to find out the status (rarely is an event cancelled). ● Send an email to the participants letting them know the status. 	Before you leave for the golf course.
Arrive at golf course 1 hour before the first tee time.	<ul style="list-style-type: none"> ● When you arrive, go to the Pro Shop and introduce yourself. Find out: <ul style="list-style-type: none"> ○ Does pro shop want to check players in so they have the final count? ○ What is the process for getting our carts? ○ Any course rules for today? ○ Confirm they will put out markers for contests ● Verify the greens fee cost (subtract any deposit from the total amount due) and pay for the rounds of golf with the check. 	1 hour before the first tee time.
Greet players as they arrive.	<ul style="list-style-type: none"> ● Introduce yourself and check them off your list. ● Let them know who is in their group, where to check in, get their carts, etc. ● Please introduce any new members to their playing partners and to others (Golf Events Director will let you know who the new members are) 	Before the round.
Once all players are checked in.	<p>Go play and have fun!</p> <p>*Note: If for any reason you need to tee off early, please connect with either someone in the last group or the pro shop to finish checking everyone in.</p>	

See next page for “After the Event” tasks. ==>

After the Event

Task	Notes about Task	When to complete it by
Email your final numbers.	Send an e-mail to golfevents@ewgaboston.org : <ul style="list-style-type: none"> Final number of attendees and how many in each flight (such as walking or riding) with a different price. Names of any no-shows and whether you had to pay for them. Who is due a refund. Exact \$ amount and number of the check. Any feedback, comments (including good ones), and questions. 	The day after the event. Completed on: ___/___/2017

Golf Fusion Information: How to Setup the Pairings

Events								
• Scorecards	Add Scorecard - Edit / Delete Scorecard							
• New Tournament	Add Clone							
• Current Tournament - GOLF Apr 25 2009 Middleton Golf Course - SIP and SWING EVENT	Edit Details	Set Roster/ Pairings/ Tee Times	Payment Status	View/Print Scorecards/ Placards	Input Results	Post Recap/ Upload Photos	Roster Email Blast	Delete
• Current Tournament - NON-GOLF Apr 23 2009 EWGA Night at The Golf Zone	Edit Details	Set Roster/ Pairings/ Tee Times	Payment Status	No Scorecard Specified	Input Results	Post Recap/ Upload Photos	Roster Email Blast	Delete
• Future Tournaments	View Golf - View Non-Golf - View Private							
• Past Tournaments	View Golf - View Non-Golf - View Private							

a) Find your event in the list (you may need to look in “Future Tournaments”/“View golf”).

b) Click on Set Roster Pairings/Tee Times.

c) Scroll down to see list of members who have signed up.

d) For building the foursomes, take into account requests for pairings in the “Notes” column as well as pairing new members with experienced members. Under the “Group” column, using the pull-down menu, highlight the group to assign each player.

Show: **All Players** 20 Per Page

Member Name ↓	Notes	Index ↓	Hcap ↓	Group ↓	Delete	
Karen Johnson[Guest] Edit		<input type="text"/>		Group 1: 12:50 (1 Spot) ↓	<input type="checkbox"/>	Save All Changes

e) Each time you “Save all changes,” the assigned players will show in group order at the end of the listing. Once pairings are final, click “Click here to Finalize” in the box above.

f) Select “Print Pairings Roster” in this upper box; print a copy for yourself as well as one to provide to the course.

g) Once all the pairings are assigned, click on “Roster Email Blast” in the box at the top of the screen.

Tournament Name	Date	Details	Roster/Pairings/ Tee Times	Payment Status	Scorecards/ Placards	Results	Roster Email Blast
Middleton Golf Course - SIP and SWING EVENT	Apr 25, 2009	Edit Details	Roster/ Pairings/ Tee Times	Payment Status	View/Print Scorecards/ Placards	Input Results	Roster Email Blast

h) [Click here to see a sample email message.](#)

i) To see your message format, click “Preview Email.” Once it looks good, click “Send me a Test Message” to check the final formatting.

j) When you are satisfied with your message, click “Send Now.” You should receive a confirmation email and also receive the message yourself. If you have problems with this process, contact the EWGA Boston webmaster at webmaster@ewgaboston.org.

k) Depending on the format of your event, you may wish to print scorecards. To print scorecards and/or golf cart placards: In the top box, click “View/Print Scorecards/Placards” and follow the instructions there. It is recommended you do this only a day or two before the event so that you will not be dealing with changes to the roster after you have printed the scorecards. Bring the placards to the Pro Shop the day of the event, and provide the players with the scorecards.

l) Depending on the theme or contests you are running, you may want to write up and print a sheet for each cart with the details.

Tournament Name	Date	Details	Roster/Pairings/ Tee Times	Payment Status	Scorecards/ Placards	Results	Roster Email Blast
Middleton Golf Course - SIP and SWING EVENT	Apr 25, 2009	Edit Details	Roster/ Pairings/ Tee Times	Payment Status	View/Print Scorecards/ Placards	Input Results	Roster Email Blast

Notes on Pairings

Setting up pairings is an important role for an event coordinator. It also can be challenging.

When members signed up they may have included a Note to the Director. These are requests for a playing partner or a tee time recommendation.

When you are putting the pairings together the only expectation is that you try to accommodate as many of the requests as possible. Sometimes it is not possible to accommodate requests and this is okay. Feel free to reach out to a member before the round if you cannot meet their request.

One trick is that if you cannot put two people in the same tee time who asked to play together, try to put them in sequential tee times. They may be carpooling together, and this will help.

If somebody contacts you after the pairings are posted with a difficult situation, you may adjust the pairings. Contact all players who's tee time has changed or send an email to everybody that tee times were changed. It cannot be assumed that players will check more than once for their tee time.

Plan to put yourself in one of the last two pairings so that you can greet everybody before the round.

Suggested Emails to Roster

Below is a suggested email to the members of the roster. Feel free to amend or personalize it.

From: <your name>
Email: <your email>
Subject: EWGA Boston Event at <golf course name> on <date of event>

It looks like a great day for Golf on <day of the week>!

My name is <your name> and I am the coordinator for the event at <golf course name> on <date of event>.

I have posted the pairings and tee times on the web site.

To see them, go to: http://www.golffusion.com/ewgaboston/tournaments/upcoming.php?event_type=1

Login, click on the event name, and then click on the Pairings button.

Please plan to be at the golf course at least 30 minutes before your tee time.

Per our inclement weather policy, we will hold this event unless the golf course is closed or deemed unplayable, please plan accordingly. To find out if the golf course is closed or unplayable, please call the pro shop on the morning of the event at: <pro shop phone number>.

If you have any questions or need help with this event, please contact me at:

<your name>
<your email>
<your cell phone number>

Looking forward to seeing you there!

Please review and be familiar with all the information below on the website:

[Etiquette and Conduct Code](#)

[Inclement Weather Policy](#)

[Refund Policy](#)

Additional Resources

Contact golfevents@ewgaboston.org for any questions or if you need help with the event.

Guidance and Helpful Hints

GENERALLY APPLICABLE FOR ALL COURSES:

- 1) Proper golf attire required. No tank tops, tee shirts, jeans.
- 2) SoftSpikes required.
- 3) Courses generally allow you to bring a beverage and sandwich in a small lunch bag with no problem. No large coolers are permitted. However, all their contracts state that all food and beverages must be purchased through them and consumed on the premises. No alcoholic beverages are permitted to be brought onto the course per Massachusetts law.
- 4) Proper care must be taken in operating golf carts. EWGA Boston is liable for damages to carts and course.
- 5) Inclement weather: we are expected to play unless the course is deemed unplayable. Please contact the course the day of event if weather is questionable and then notify players. Occasionally, a course will allow you to reschedule if weather is bad enough. Contact your Event Planner or the Director of Golf Events if a reschedule is required.
- 6) If you would like a special Theme or Format for your event, contact your Event Planner to discuss options.
- 7) We have a pool of prizes for events. The Director of Golf Events will provide options for your selection.
- 8) If you have no-shows or cancellations after the cutoff date, many courses will allow you not to pay for those people even though we already committed a number to them. Please ask.

ANY SPECIAL REQUIREMENTS OR RULES:

- 1) These will be noted on your Event Information Sheet provided by the Director of Events.
- 2) Note: Some courses are now requiring us to report the number of players 10 days prior to the event, rather than 7 days. Please check your Event Information sheet for details.