LTA SURBITON TROPHY
Volunteer Information Form 2020

What are we looking for?

In June 2020 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 31st May 2020 – Sunday 7th June 2020
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!

Drivers

- Transporting players and coaches to and from practice facilities and accommodation
- Clean driving licence required.

During the course of the tournament other roles may be required as requested by the Tournament Director.

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.

How can you apply?

Apply between Monday 13th Jan 2020 – Friday 10th April 2020 by visiting:

www.lta.org.uk/majoreventvolunteers