



SITE DESK VOLUNTEER RESPONSIBILITIES

As a Site Desk Volunteer, you are the face of our tennis community! Thank you for playing a key role in ensuring a smooth, welcoming, and organized tournament experience.



Before the Tournament

- Review all **volunteer training materials** in advance to ensure you feel confident and prepared.
- Familiarize yourself with the **Match Assignment mobile app** (details provided in training).



At the Start of Your Shift

- **Set up** the Site Desk Box and organize balls for the morning matches.
- Greet players and captains with a **friendly, welcoming attitude** — your first impression sets the tone!



During the Tournament

- **Check in teams** as they arrive for their scheduled matches.
- **Assign courts** using the designated mobile app.
- Distribute new **match balls to home team players**.
- Enforce the **5-minute warm-up time** to keep matches on schedule.
- **Collect balls** after each completed match.



Communication Duties

- **Weather updates?** Contact the **Tournament Director** for instructions.
- **Defaults, no-shows, or rule disputes?** Notify the **Tournament Referee** immediately.
- **On-court incidents or grievances?** Refer them directly to the **Tournament Referee**.
- **Site setup issues or supply shortages?** Communicate with the **Facility Manager volunteer** for assistance.



End of Day

- Assist the **Lead Site Coordinator volunteer** with any end-of-day cleanup duties.
- **2nd Shift Volunteers:** Stay at the Site Desk until the **last match finishes** — even if it goes beyond 5:30 PM.
 - Relief volunteers (**Floaters**) will be scheduled, but please remain until they arrive.