

Dear Volunteer,

On behalf of the 2007 U.S. Senior Open, it is a pleasure to welcome you to Whistling Straits® for this exciting Championship. Whistling Straits is proud to be hosting this year's Championship and could not be happier that you have chosen to be a part of it.

We wish to take this opportunity to thank you in advance for giving us your valuable time and dedication to the Championship. The success of the U.S. Senior Open would not be possible without the commitment of the 2,500+ volunteers required to conduct an event of this magnitude.

The **Championship Volunteer Handbook** is designed to assist you in performing your important responsibilities throughout the week. It contains valuable information including the schedule of events, parking and credential information, volunteer etiquette and much more. We ask that you read the contents and refer to the information throughout your volunteer experience. As a volunteer, you will be asked many questions and our hope is that this handbook will provide you with the tools to respond with confidence.

Thank you again for your generous commitment to make this the best U.S. Senior Open ever. The time and energy that you will put forth are very much appreciated by the United States Golf Association, Kohler Co., the players and spectators.

Sincerely,

Melissa Brady

Melissa Brady

Tournament Manager of Administration and Volunteer Services

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2007 U.S. SENIOR OPEN MISSION STATEMENT

MISSION

(How we will do business and what we want to achieve)

Through the collaboration of the USGA, Kohler Co. associates and partners, we will provide spectators and volunteers a memorable and positive experience at the 2007 U.S. Senior Open Championship. This will be accomplished by attention to detail, innovative experiences, and efficient and friendly delivery of all aspects of the spectator experience. We will provide an economic return to Kohler Co. and the USGA.

VALUES

(Norms or standards that drive how we act)

- ▶ Efficient and friendly delivery of the spectator experience.
- ▶ Commitment to be and do your best.
- ▶ Respect for the individual.
- ▶ Cooperation and support.
- ▶ Positive attitude.
- ▶ Respect for history.

OUTCOMES

(By achieving our mission and leveraging Kohler Championships)

- ▶ Economic return.
- ▶ Satisfied customers that want to return.
- ▶ Global expansion of the KOHLER® brand.

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EMERGENCIES

1. Survey the scene. Check for potential danger.
2. Do not move the person. Make sure he or she is comfortable without moving him or her. It is best not to touch the person unless necessary.
3. Contact the nearest marshal, security officer or medical staff member. If none are available, please locate the nearest volunteer with access to a Championship radio.
4. Detail the exact location of the emergency (i.e., golfer's right of no. 17 tee).
5. Stay at the scene until emergency personnel arrive.

Championship Office (920) 565-6056

HISTORY OF THE U.S. SENIOR OPEN

Played on the East course of Winged Foot Golf Club in Mamaroneck, New York, the first U.S. Senior Open Championship was played June 26-29, 1980.

Launched as a result of an extraordinary interest in senior golf, the Championship attracted 631 entries.

The inaugural Senior Open was conducted for golfers ages 55 and older, with a handicap limit of eight strokes for amateurs.

Roberto De Vincenzo, a national hero in his native Argentina, won with a score of 285, one over par. He was four ahead of Campbell, the runner-up.

Lowering the age minimum to 50, the USGA allowed for a more challenging and competitive Championship. The USGA also believed that lowering the minimum age would place the Senior Open in the mainstream of other senior competitions.

The second Senior Open was won by another national hero, Arnold Palmer, 51. At Oakland Hills Country Club in Birmingham, Michigan, Palmer won in an 18-hole playoff with Bob Stone and Billy Casper. In taking the victory, Palmer joined legend JoAnne Carner to become the only players to win three different USGA championships (Jack Nicklaus, Carol Semple Thompson and Tiger Woods have since accomplished this feat.).

Winning 10 of the 25 Championships, Senior Open champions have performed exceptionally well in the U.S. Senior Open. U.S. Open champions who have also won the Senior Open are Arnold Palmer (1950 U.S. Open, 1981 Senior Open); Billy Casper (1959 and 1966 U.S. Opens, 1983 Senior Open); Gary Player (1965 U.S. Open, 1987 and 1988 Senior Opens); Orville Moody (1969 U.S. Open, 1989 Senior Open); Lee Trevino (1968 and 1971 U.S. Opens, 1990 Senior Open); Jack Nicklaus (1962, 1967, 1972 and 1980 U.S. Opens, 1991 and 1993 Senior Opens); and Hale Irwin (1974, 1979 and 1990 U.S. Opens, 1998 and 2000 Senior Opens).

HISTORY OF THE U.S. SENIOR OPEN

The growth of senior golf has steadily increasing fields for the U.S. Senior Open. A record breaking 3,101 entries were accepted by the USGA in 2002.

Don Pooley and Tom Watson staged the first 3-4-4 hole playoff in 2002. The format was installed in 1999. Pooley won with a birdie on the fifth hole. His 63 in the third round was the lowest score in Senior Open history to that point.

CHAMPIONSHIP FACTS

TITLE	2007 U.S. Senior Open <i>or</i> 28 TH United States Senior Open Championship®
GENERAL CHAIR	Alice Edland
DATES	July 2–8, 2007
CHAMPIONSHIP	156 players to 60+ ties, cut after Friday play

GENERAL INFORMATION

ADMISSIONS (SPECTATOR)

When you are not volunteering, come and enjoy any day of the Championship. The gates open at 6:30am each day, July 2-8.

ATMs

For your convenience, there will be three Automated Teller Machines (ATM) on the grounds during the Championship. ATMs will be located in the Main Merchandise Tent, Independence Club and Satellite Merchandise Tent near the Clubhouse.

BLEACHERS

Over 9,000 first come, first serve bleacher seats will be available on the golf course during the Championship. Bleachers will be located behind the practice range, the 1st tee and near greens 3, 6, 8, 9, 10, 12, 13, 15, 16, 17 and 18.

Wheelchair-accessible viewing areas are located to the player's right of the 10th tee, at the 10th green and at the practice facility. Seats in the first row of each grandstand will also be reserved.

CALL CENTERS

Public telephones are available near the Main Admissions Gate in the Championship Village and near the 10th tee.

CAMERAS

Cameras and camera bags are allowed on-site for the Practice Rounds ONLY, Monday, July 2, through Wednesday, July 4. They are NOT permitted at Whistling Straits® during Championship play, Thursday, July 5, through Sunday, July 8.

CLUBHOUSE ACCESS

Clubhouse access is limited to U.S. Senior Open, USGA officials, Kohler Co. guests and those with appropriate credentials.

GENERAL INFORMATION

CONCESSION STANDS

Concession stands can be found at the following locations: Main Admissions Gate, 5th green, 10th tee, 10th fairway, 13th tee, 15th fairway and the practice range. Coffee will be available for purchase each morning at concession stands located at the Main Admissions Gate and behind the 10th tee.

DISABILITY INFORMATION

Public Lot: The U.S. Senior Open will reserve parking spaces in a designated parking lot for those patrons who are wheelchair-bound. All of the shuttle equipment that will be running to and from this particular lot is ADA-approved and has lift capabilities. Event spectators may bring wheelchairs (motorized and non-motorized) with them to the event. Motorized and non-motorized wheelchairs will not be available for rent at Whistling Straits®.

FIRST AID

Three first-aid stations will be located on-site at the Championship. They can be found at the following areas:

- ▶ Main Admissions Gate
- ▶ Player's left (west) of the 6th green
- ▶ Right of the 15th fairway

INCLEMENT WEATHER PLAN

In the event of inclement weather, spectators should observe the leader boards throughout the golf course. The USGA will have meteorology staff on-site monitoring the possibility of inclement weather. If inclement weather is approaching, special "weather warning" signs will be posted on leader boards around the course. When signs appear, spectators are advised to take immediate precaution (including clearing grandstands) PRIOR to play being suspended. In the event of a weather warning, please avoid open areas,

GENERAL INFORMATION

hilltops, high places, isolated trees, golf carts and wire fences.

Please note: If play is suspended, which will be indicated by one prolonged air-horn blast, please close your umbrella and seek shelter immediately.

If the Championship Rain Plan is officially called to action, all spectators are HIGHLY encouraged to double their efforts in carpooling. For all traffic, parking and Rain Plan updates, please tune to your local radio or television stations for up-to-date information.

In the event Weather Warning signs are officially posted on any given day of the Championship week, there will be no readmittance to the grounds for the remainder of the day.



JUNIOR TICKET POLICY

In keeping with the U.S. Senior Open tradition, juniors 17 years of age and younger (as of July 2, 2007) will be provided complimentary (free) access each day of the event, when accompanied by a ticketed adult. These tickets will be available at the Admissions Will Call trailer located at the Main Admissions Gate. Juniors entering a corporate hospitality area must have a paid corporate hospitality ticket.

LOST AND FOUND/LOST PERSONS

Information centers and Lost and Found are located at the Main Admissions Gate in the Championship Village and at the Bag Drop Building near the Clubhouse.

MERCHANDISE TENTS

Official merchandise for the 2007 U.S. Senior Open can be purchased at two locations – in the Championship Village as well as in the satellite tent near the Clubhouse.

PAIRING SHEETS

USGA Championship Pairings detail the time and tee location each player tees from and with whom he is paired. Pairing Sheets are complimentary and will be available at multiple locations throughout Whistling Straits®:

- ▶ Main Admissions Gate
- ▶ Throughout the Championship Grounds

VOLUNTEER PARKING

Parking for volunteers will be in Lot V across from Whistling Straits. A map and driving instructions are also printed on the back of your Lot V parking pass. Lot V must be accessed from Hwy MM (located on the north side of Whistling Straits), then south on Hwy LS to Lot V. **YOU MUST DISPLAY YOUR LOT V PARKING PASS IN ORDER TO ACCESS LOT V.** Please allow yourself 30 minutes before your shift to park and walk to your assigned check-in point.

 BOLD LINE INDICATES RECOMMENDED ROUTE(S) TO LOT V.

It is recommended that the routes indicated are used to access Lot V. Other routes may appear more direct; however, they have been designated for other groups. Failure to follow the recommended route **may** result in delay.

FROM THE NORTH:

Access Hwy. XX from I-43 at Cleveland (exit 137). Proceed east approximately one mile to Dairyland Drive. Proceed south approximately four miles to Hwy. MM and follow map as indicated.

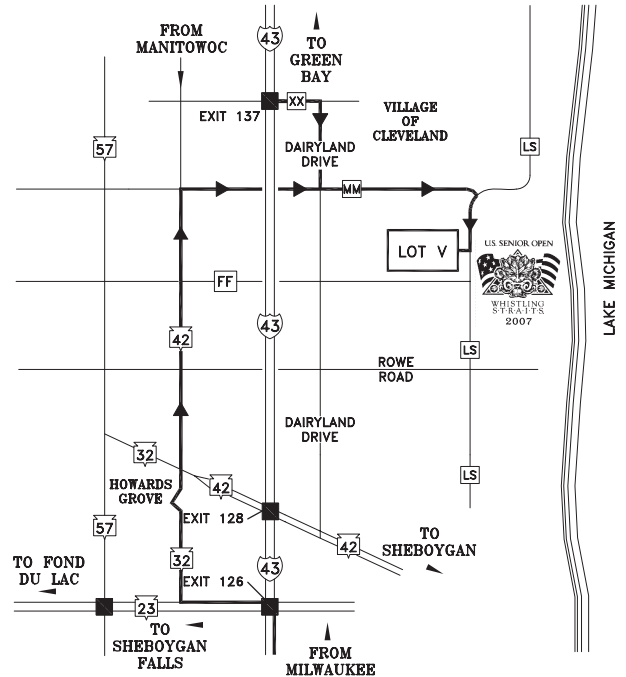
FROM THE WEST:

Access Hwy. 32 from Hwy. 23 near Sheboygan Falls. Proceed north on Hwy. 32 approximately six miles to Hwy. 42. Continue north on Hwy. 42 approximately two miles to Hwy. MM and follow map as indicated.

FROM THE SOUTH:

Access Hwy. 23 from I-43 at Sheboygan. Proceed west on Hwy. 23 approximately three miles to Hwy. 32. Proceed north on Hwy. 32 approximately six miles to Hwy. 42. Continue north on Hwy. 42 approximately two miles to Hwy. MM and follow map as indicated.

MAP NOT TO SCALE



PUBLIC RESTROOMS

Public restrooms will be located at all parking lots, the Main Admissions Gate, right of the 4th fairway, left of the 6th green, behind the 10th tee, right of the 10th fairway, left of the 11th green, behind the 14th green and at the practice range.

Luxury restroom trailers will be located at the Media Center, the Independence Club and throughout the Corporate Villages. These facilities are reserved for properly credentialed ticket holders who have access to these areas.

GENERAL INFORMATION

SAFETY INFORMATION

One of our top priorities at the U.S. Senior Open Championship is the safety of all attendees, players and volunteers.

As a volunteer you can be instrumental in keeping the Championship safe and enjoyable for everyone. As you perform the duties you have been assigned, we would like you to be aware of the conditions around you.

If you see something that does not seem right to you and you think it could lead to an accident, please report it to your supervisor, security or Championship personnel immediately. We will do our best to correct any hazards as soon as possible.

SAFETY TIPS

- ▶ Drink plenty of fluids to avoid dehydration. Spectators are encouraged to bring their own bottled water.
- ▶ Wear a hat for protection from the sun.
- ▶ Use suntan lotion or sunblock.

Most volunteers will work outside with exposure to heat, cold, sun and wind. Be prepared for any of these conditions. Layers of clothing work best because you can put them on and take them off when necessary. Remember your official U.S. Senior Open windbreaker when you are planning in advance, as this will make your day more comfortable and enjoyable.

SECURITY

Security personnel will be on duty around the clock prior to and during the Championship. If you have a problem or need security for any reason, please contact the nearest marshal or security officer.

GENERAL INFORMATION

SMOKING POLICY

Smoking is prohibited inside all hospitality tents and the Independence Club. Smoking is allowed on outside patio and deck areas or anywhere throughout the Championship grounds.

SPECTATOR TIPS

Here are a few suggestions that will assist you and allow players and spectators to have the most enjoyable Championship week possible.

- ▶ Remember where your car is parked.
- ▶ Cameras and autographs are permitted ONLY Monday, July 2, through Wednesday, July 4.
- ▶ Wear light-colored, cool clothing.
- ▶ Walk carefully, NEVER run.
- ▶ Wear shoes with good traction and ankle support. Golf shoes are allowed.
- ▶ Stay behind the gallery ropes and cooperate with the gallery control.
- ▶ Kneel or sit down if you are in the front row.
- ▶ Display your ticket at all times.
- ▶ Designate a place to meet if you get separated from your companion(s).

TELEVISION SCHEDULE

All times are Central Standard Time

DAY	NETWORK	TIME
Thursday, July 5	ESPN	1-5pm
Friday, July 6	ESPN	1-5pm
Saturday, July 7	NBC	2-5pm
Sunday, July 8	NBC	2-5pm

VOLUNTEER INFORMATION

VOLUNTEER AMBASSADOR S.T.A.R. PRINCIPLES

As a volunteer for the 2007 U.S. Senior Open, you will be acting as an ambassador for Kohler Co. and the state of Wisconsin. Our goal is to make this Championship a safe, fun and memorable experience for everyone, and to do that your support and participation are crucial. Throughout the Championship, we will be encouraging you to be a “STAR.”

Below are the key values we would like you to focus on as part of the STAR principles:

- Strive to create a lasting, positive impression
- Treat others as you want to be treated
- Always be professional and courteous
- Remember to smile and have fun ...

the world is watching

VOLUNTEER CHECK-IN

Every volunteer MUST check-in with his or her chairperson or hole captain. Please check-in at least 30 minutes prior to your assigned shift time. THIS IS AN ESSENTIAL PART OF THE VOLUNTEER PROCESS. If you do not check-in, there is a chance that your shift will not be verified, and the position will be filled by another volunteer. You will be given final instructions at check-in. During check-in you will also receive your food and beverage coupons.

VOLUNTEER CHECK-IN LOCATIONS

COMMITTEE	CHECK-IN LOCATION
Admission Sales and Will Call	Admission Sales and Will Call Trailer
Caddies	Caddie Tent

VOLUNTEER INFORMATION

Corporate Hospitality Services	Business Center – Championship Village at Main Admission Gate
Corporate Merchandise	Main Merchandise Tent
Evacuation	Whistling Straits® Cart Storage Building
Finance	Finance Trailer – Behind Main Merchandise Tent
Future Sites	Future Host Sites Tent
Gallery Control/ Marshals	Whistling Straits® Cart Storage Building
Golf Carts and Communication	Whistling Straits® Cart Storage Building
Information Center/ Lost and Found	Main Admission Gate and/or Bag Drop Building
Kohler Co. Hospitality	Clubhouse (Main Floor)
Leader Boards and Thru Boards	Whistling Straits® Cart Storage Building
Media Center	Media Center – South Clubhouse Parking Lot
Medical (First-Aid) Services	First-Aid Trailer – Main Admission Gate

VOLUNTEER INFORMATION

Merchandise Pavilion Volunteers	Main Merchandise Tent – in Championship Village
Monster Board	Monster Board – 18th green, Straits course
On-Course Supplies	Storage Units in Lot TV
Parking and Traffic Operations	Police Command Post Trailer Championship Village Walkway
Practice Facility	Ball Tent – Practice Teeing Ground
Programs and Pairings	Storage Units in Lot TV
Public Scoreboard	Public Scoreboard – Championship Village Walkway
Registration and Concierge	Desk in Player/Family Dining – Irish Barn
Scorecard Verification	Whistling Straits® Clubhouse Admission
Security and Emergency Management	Police Command Post Trailer
Shuttle Operations	Police Command Post Trailer
Signs	Sign Trailer – Vendor Compound
Standard Bearers	Whistling Straits® Cart Storage Building

VOLUNTEER INFORMATION

Tech Check	Assigned Admission Gates
Transportation	Assigned Desk Locations
Volunteer Training and Uniform Exchange	Kohler High School
Walking Scorers	Whistling Straits® Cart Storage Building

VOLUNTEER CREDENTIALS

You must have your credentials with you to be admitted to the grounds. You must also have your volunteer parking pass to park in the volunteer lot (Lot V).

VOLUNTEER FOOD AND BEVERAGE COUPONS

Your meal coupon may be used at any of the concession stands located throughout the Championship Grounds and in the Independence Club. You may use these vouchers at your discretion, but once they are gone, all food and water purchases are your financial responsibility. Unfortunately, there will not be refunds or additional coupons given for lost, stolen, forgotten or unused coupons.

Important: You may bring your own bottled water and snacks to the event. You are responsible for keeping yourself nourished and hydrated while at the U.S. Senior Open Championship. Note that there will not be water fountains present to refill your water bottles on-site.

****Consumption of alcoholic beverages is strictly prohibited while volunteering.***

VOLUNTEER INFORMATION

VOLUNTEER PACKAGE

Adults (*Minimum of 18 years of age as of July 2, 2007*)

COST: \$150 plus tax

- ▶ Two (2) logo golf shirts
- ▶ One (1) logo jacket
- ▶ One (1) logo cap or woman's visor
- ▶ One (1) Volunteer Credential valid for grounds and Independence Club access all seven days
- ▶ Food and beverage vouchers while on shift
- ▶ One (1) copy of the Official U.S. Senior Open Championship Journal
- ▶ Assigned all-week parking pass at Whistling Straits®

Juniors (*17 years of age and under as of July 2, 2007*)

COST: \$ 35 plus tax

- ▶ One (1) logo hat
- ▶ One (1) logo golf shirt

VOLUNTEER START TIMES

In case of inclement weather, there *may* be a change in the time volunteers need to begin their shift assignments. Messages will be available on the 2007 U.S. Senior Open Web site (KohlerChampionships.com) or on the volunteer hotline at (920) 565-6056.

2007 CONTACT INFORMATION

Committee	Committee Chair	Contact
Admission Sales and Will Call	Michael Quello	michael.quello@kohler.com
Caddie Services	Mike Aschenbach	michael.aschenbach@kohler.com
Corporate Hospitality	Karen and Jim Bryner	Kbryner50@hotmail.com jgbryn@aol.com
Evacuation	Darin Saari	Darin.Saari@kohler.com
Finance	Jodi Crom	Jodi.Crom@Kohler.com
Future Sites	Sandy Rabe	sandra.rabe@kohler.com
Gallery Control	Dan Wilk Tom Hau	dwilk1@wi.rr.com Tomlinhau@tcei.com
Golf Cars and Communications	Jim and Kathy Behnke	jbehnke@wafco.com Kbehnke@manitowocice.com
Information Centers, Lost and Found	Tom Kapellen	tkapellen@hotmail.com
Leader Boards and Thru Boards	Ross Warden Drew Smith	Ross.Warden@kohler.com Drew.Smith@kohler.com
Medical (First-Aid) Services	Dr. Sanjay Suthar Jane Martin	Sanjay.Suthar@Aurora.org Jane.Martin@Aurora.org
Merchandise	Gina Kettle	Gina.Kettle@kohler.com
Monster Board	Mary Beth Grey	Mbgrey1@yahoo.com

2007 CONTACT INFORMATION

Committee	Committee Chair	Contact
On-Course Supplies	Mike Mech	Michaelmech@hotmail.com
	Chad Harrington	Putter@lakefield.net
Parking and Traffic Operations	Jeff Dedering	Jeff.Dedering@kohler.com
Practice Facility	Andrew Cain	Andrew.Cain@kohler.com
Programs and Pairings	Jack Poulson	Jackp2@charter.net
Public Scoreboard	Sharol Isakson-Schoneman	Sharol.Isakson-Schoneman@kohler.com
Registration and Concierge	John Gladstone	Jjtg57@excel.net
Score Card Verification	Dick Wells	Rwells9@aol.com
Signs	Stuart Zeisse	stuart@kendallpkg.com
Standard Bearers	Steve Steinhardt	ssteinhardt@verizon.net
Tech Check	Dan Buhr	Buhrd4@yahoo.com
	Tom Buhr	Tbuhr@aol.com
Transportation	Christina Morris	Christina.Morris@kohler.com
Volunteer Training and Uniform Distribution	Pat Schutt	pschutt@intella.net
Walking Scorers	Carol Reineking	Carolr@charter.net

STAFF DIRECTORY

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Jeff Ewing	BET Senior Director of Operations, Golf 920-565-6061 jeff.ewing@kohler.com
David Simone	Operations Assistant 920-565-6064 david.simone@kohler.com
Lindsay Strachota	Administrative and Volunteer Services Assistant 920-565-5945 lindsay.strachota@kohler.com
Laura Ubbelohde	Corporate Hospitality Sales Assistant 920-565-5947 laura.ubbelohde@kohler.com
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