



2004 Marshal's Guide

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Marshal Committee Organization and Mission

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PGA TOUR: RESPONSIBILITY OF GALLERY MARSHALS

No group can do more to help produce a successful tournament than the gallery marshals. In their keeping are these three main objectives:

1. **For the players** - to help assure fair play, and maintenance of the time schedule by keeping play moving.
2. **For the spectators** - to promote physical safety and enjoyment of play. Human life is in our hands.
3. **Locate and protect bad shots.**

The physical safety factor is so important that players should not be allowed to retake a stroke until everybody is positively out of range and well back at the sides of holes. The fair play factor is so important that every reasonable effort should be made to prevent outside agencies from interfering with a ball's lie or movement; it is particularly important that any partisan spectator be denied opportunity to deflect a ball in motion. This is a big order. It can be carried out if each marshal actively does his duty. But if he regards his assignment as a license to watch play from a privileged position as a spectator, he will fail, and so will the tournament. So, to you as a volunteer rendering special service, we give you our special thanks.

MISSION STATEMENT OF COMMITTEE

To assist the PGA TOUR and security in coordinating a first class, on-course player assistance, security and gallery movement system. The duties include but are not limited to gallery control; location of errant shots; gallery and player movement through rope corridors; act as player escorts through areas where ropes would not be efficient or safe; act as first line of security through gallery awareness.

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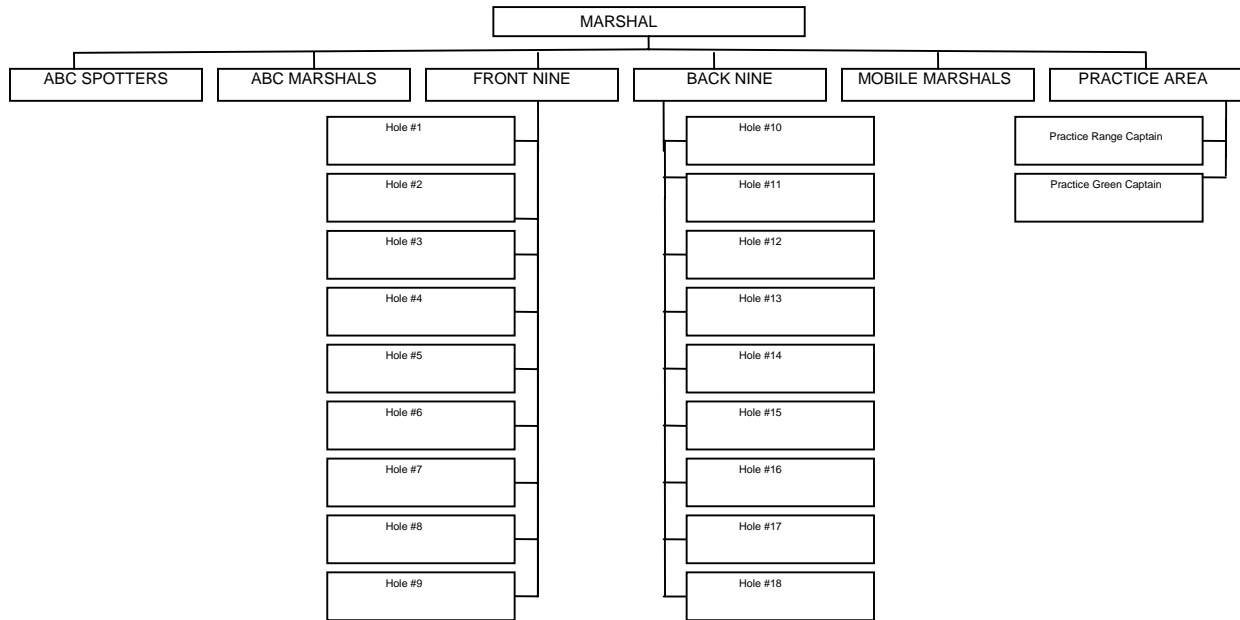
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TABLE OF LEADERSHIP ORGANIZATION



LEADERSHIP ROLE DESCRIPTIONS

Marshal Chairman

- Maintain coordination with Volunteer Chairman, Championship Headquarters and other Chairs as necessary to fulfill mission statement
 - Communication point for Championship HQ and Vol Chairman to Captains, Deputies, & Volunteers
 - Recruit with assistance from Championship Headquarters qualified volunteers
 - Insure required number of volunteers are available

Front 9 / Back 9 Captain

- Work with Marshal Chairman to determine the work scope of the committee;
- Work with hole captains to establish the work schedule for each hole;
- Organize and manage hole captains and establish working plan through the tournament
 - Recruit and train volunteer captains for each hole;
 - Work with hole captains to establish uniform and supply requirements;
- Managing operations of each hole during the tournament.

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Practice Area Captain

- Work with Marshal Chairman to determine the work scope of the committee;
- Recruit and train volunteers;
- Work with Range Captain and Practice Green Captain to establish work schedule for each area;
- Work with Range Captain and Practice Green Captain to establish uniform and supply requirements;
- Manage operations of Range and Practice Green areas during the tournament.

Mobile Marshal Captain

- Work with Marshal Chairman to determine the work scope of the committee;
- Work with Marshal Chairman to establish the work schedule for mobile marshals;
- Recruit and train volunteers;
- Work with Marshal Chairman to establish uniform and supply requirements;
- Managing operations during the tournament.

ABC / Spotter Captains

- Work with Marshal Chairman to determine the work scope of the committee;
- Work with ABC television for staffing requirements and to establish the work schedule;
- Recruit and train volunteers;
- Work with Marshal Chairman to establish uniform and supply requirements;
- Manage operations during the tournament.

Hole Captains

- Work with Front or Back 9 Captain to determine the work scope for each hole;
- Work with Front 9 or Back 9 captain to establish the work schedule for each hole;
- Organize and manage marshals and establish working plan through the tournament
- Recruit and train volunteers for each hole;
- Work with other captains to distribute marshal uniforms.

Practice Range Captain

- Work with Practice Area Captain to determine scope of work;
- Recruit and train volunteers;
- Work with Practice Area Captain to establish work schedule for each area;
- Work with Range Captain and Practice Green Captain to establish uniform and supply requirements;
- Manage operations of Range area during the tournament.

Practice Green Captain

- Work with Practice Area Captain to determine scope of work;
- Recruit and train volunteers;
- Work with Practice Area Captain to establish work schedule for each area;
- Work with Practice Area Captain to establish uniform and supply requirements;
- Manage operations of Practice Green area during the tournament.

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Marshal

- Report to hole captain at designated position on hole on time and according to schedule;
- Wear proper attire and comfortable shoes and always display proper credentials;
- Maintain proper golf course decorum at all times;
- Control movement and noise of gallery that distracts or detracts from play;

INTER-ACTION WITH FOLLOWING COMMITTEES

Security

Close cooperation with Security is necessary to assure that only properly credentialed people are allowed access within the ropes

Water and Ice

Close cooperation with water and ice committee is necessary to assure that on-course water and ice is in constant supply for players and caddies

Communications

Cooperation with communications to secure devices necessary to communicate with marshal leadership during tournament

PROMOTION FROM WITHIN

It is the intent of the Committee to promote from within, offering leadership positions to those individuals with Championship experience. Those volunteers who exhibit the work ethic, leadership skills and dedication to the mission combined with exemplary performance as a marshal volunteer will be rewarded with organizational promotion in future Championships.

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ALCOHOLIC BEVERAGES

For the safety of the players, other volunteers, and spectators, volunteers are NOT allowed to consume alcoholic beverages prior to or during their work shifts. Volunteers not adhering to this will not be asked back to volunteer.

CLOSING CEREMONIES

Marshals are encouraged to view the closing ceremonies on the 18th green from the grandstand at the conclusion of play. Marshals are not permitted on the 18th green during the closing ceremony.

COURSE EVACUATION

Committee shall work with IMG staff to understand and communicate course evacuation plans and responsibilities.

MEALS

All marshal volunteers will receive one meal ticket for each scheduled shift worked during Championship Week. The meal ticket is redeemable at any concession stand on course on the day the ticket was issued.

MEDIA

Marshals shall refrain from providing commentary to local and national media. All requests for comments should be directed to personnel within the media tent located behind the 18th green.

MEDIA CREDENTIALS

Media credentials are issued only to personnel on assignment from recognized and accredited publications and news services. Requests for credentials must be made by the appropriate news agency, not by the photographer. PGA TOUR reserves the right to refuse photo credentials in its sole discretion. All Media personnel should have photo credentials. Credentials are issued by the Media Committee in the Media building located near the 18th green.

Photographic likenesses of PGA TOUR, SENIOR PGA TOUR, NIKE TOUR players and tournament courses may be used only by the news agency which the photographer represents. Any other use must be approved in advance in writing by the PGA TOUR.

Commercial exploitation of player or course photographs without the written consent of the players or courses and PGA TOUR is prohibited.

A limited number of photo decals will be issued daily by the PGA TOUR Media Official on site and will permit the wearer access inside the ropes. Photographers who do not have a photographic decal must stay outside the gallery ropes. Photographic assistants will not be issued decals.

Cameras must have at least a 300 mm lens, and may be used only by accredited media representatives who have been issued photo credentials, and such use is subject to the following conditions:

1. Photographers with photo decals must stay within one arm's length of the ropes at all times. Photographers without decals are not permitted inside the ropes at any time.
2. Photographers are not permitted on the teeing ground.
3. The use of carts is prohibited at all times
4. Photographers must not position themselves in the line of play. If requested to move by a player, their caddy or an official, the photographer will do so without delay or discussion.

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5. No photograph shall be taken until a player has completed his stroke.
6. Players should not be asked to pose during a round.
7. Noise-free equipment must be used at all times.

Cameras are not permitted in the scoring tent or in the locker rooms.

MEDICAL EMERGENCIES

All medical emergencies during the championship should be directed to on-course emergency personnel. Emergency personnel can be reached on the Emergency Channel through Marshal Leadership or any other person carrying a radio.

MOBILE PHONES

Marshals shall adhere to championship policy by not carrying cell phones at any time during Tournament Week.

QUIET SIGN DISTRIBUTION/COLLECTION

In order to ensure there are enough signs available through each day of the championship, hole captains shall be responsible for distributing and collecting quiet signs for their hole. The signs will be distributed in the morning and collected each night. Gallery marshals shall not keep quiet signs overnight for safekeeping.

PARKING

Gallery Marshal parking will be in the volunteer parking areas designated by Championship Management and only be utilized on the days on which a Gallery Marshal has a scheduled shift. Because of limited parking, under no circumstances shall volunteers use volunteer parking spaces on days they are not scheduled for volunteer activity.

VOLUNTEER EVENT QUALIFICATION

Marshal volunteers are encouraged to participate in any volunteer event during Championship Week. Qualified marshals who volunteer for a minimum of 24 hours during the course of the Championship will qualify to attend any post-Championship events.

PHOTOGRAPHY

Cameras are allowed on course during the practice rounds and the Pro-Am. No Cameras are allowed during the Championship from Friday through Monday. There will be no exceptions to this rule.

PGA TOUR AUTOGRAPH POLICY

1. Autograph Policy is in effect for official competition rounds only (Friday-Monday.) Players are asked not to sign autographs after the start of their rounds until conclusion, except at their option during periods of suspension of play. The start of a round is defined as after they have teed off from the first tee.
2. The official Autograph Area for the Championship is located in the roped area between the 18th green and the rear entrance to the player's locker room. The use of the Autograph Area by players is optional. Mobile marshals will be responsible for assisting players and providing security for all players in this area. Mobile marshals will escort marquee players in congested areas (i.e. to and from the locker room or to and from the Autograph Area).
3. **Under no circumstances will marshals solicit autographs from players or caddies while on duty.**

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PLAYOFF PROCEDURES

The PGA will inform the Marshal Chairman on Monday of the sequence of holes to be played in case of a playoff. Mobile Marshals or the PGA Tour will provide drivers for the carts to transport the players. A large cooperative effort must be put forward by the Hole Captains, Marshals, and Gallery Control Committee to ensure that crowd control is adequately managed.

ROPING

If the rope and/or green stakes interfere with tournament play, both the ropes and stakes may be removed to allow a clear shot. Due to the extensive sprinkler pipes and electrical wires under the course surface, it is imperative that stakes remain where they were originally placed. Therefore, it is recommended that the Marshal first mark the location of the stake with a pin flag before removing each stake. By marking the location, the stake may be returned to its original location once the player has taken their shot. There will be a supply of small pin flags or tees to use as place markers.

Please inspect the ropes and stakes each morning prior to the start of play. Contact the Hole Captain to report any necessary repairs.

MOBILE MARSHALS

Mobile Marshals are marshals who are assigned to follow particular groups of players throughout their eighteen holes of play. They provide extra security at certain crowded points on the course and ease the way for golfers to move from the green to the next tee. Mobile Marshals are also available to supplement marshal staff at a given hole.

SCORING

In 2001, a new scoring system was introduced. The Shot Link System will serve as an electronic database measuring every conceivable facet of golf. The system uses global positioning satellites to determine the location of a player's ball, distance to and from the hole, and the distance of each individual shot. At the 2004 tournament, all 18 holes on course will be equipped with at least 1 Shot Link laser. The Scoring Committee will supply the manpower to support the Shot Link System. Shot Link operators have been instructed to follow instructions of Gallery Marshals and Hole Captains at each hole.

SECURITY PROBLEMS

A private security company has been selected to provide the security needs of the Tournament. If a problem involving spectators should arise, Hole Captains should make an initial attempt to resolve it. If the situation persists, the Hole Captain should inform Marshal Leadership via radio. Security will be contacted for immediate assistance. When the security guard arrives on scene, please provide him/her with details of the situation: (who is involved, the problem, and what resolution was tried). This procedure applies to normal/typical crowd control issues only.

WATER

Located on each tee box, a separate volunteer container of complimentary water will be available to all volunteers during their working shifts. All volunteers within the ropes including gallery marshals, ShotLink, scoring (both fixed and mobile), ABC spotters, ABC marshals and PGA officials may take water from the volunteer container. Volunteers are prohibited from taking water or beverages from the players container. Non-working volunteers are prohibited from taking water or beverages from both containers.

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WEATHER

In the event of inclement weather, Tournament play will continue until it is stopped by PGA TOUR officials. The PGA TOUR officials are the only personnel authorized to stop play. The signals that are used by the PGA to indicate the suspension of play are as follows:

Short intermittent blasts of the horn – players have the choice of stopping play and marking the location of their ball or completing play on the current hole before suspension of play. One long, prolonged blast of the horn – players are to stop play immediately and mark the location of their ball.

When the decision is made to stop play, the Gallery Control Chairperson and Gallery Control Committee will confirm each hole has been notified as soon as the order is given. For Evacuation Procedures, see COURSE EVACUATION section.

If play has been stopped, Hole Captains should not let their marshals leave the course as play may be resumed. The location for gathering of marshals during weather delays shall be determined by Hole Captains in advance of the Championship. Volunteer tent, corporate tents, media center and the Palmer Pavilion are all weather protected areas. The Marshal Chairman will keep you posted on the PGA TOUR decision to resume play. The signal used by the PGA to resume play is as follows:

Two (2) intermittent blasts of the horn – play can resume from the point where it was stopped.

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Duties of Gallery Marshals

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CROSSWALKS

Crosswalks are solely for spectators to cross playing areas after players have passed and gate ropes have been opened temporarily. Spectators must never stand in a crosswalk to watch play, even after the last group has passed or during a play-off. Marshals should manage crosswalks so that all spectators are stopped from crossing and gate ropes are closed before the next players reach the teeing ground. Keep the rope in your hands - pull it across the gate opening to stop spectators - and open it when they may cross over. Try to watch each ball from the time it is struck until it stops. If it is hit beyond the gallery ropes, tie the crosswalk rope closed and go to the ball to protect it. Clear the line of play, as noted above, keeping spectators as far back as possible from the player and his line.

DUTIES OF GALLERY MARSHALS

The PGA TOUR publishes guidelines for marshals, which outlines their roles and responsibilities. This guide incorporates the published guidelines and it is the responsibility of each Gallery Marshal to review this information prior to the start of Tournament Week.

GALLERY CONTROL COMMANDS

Give commands firmly, loudly, politely. Use the following terms, but never give directions when a player is in the act of making a stroke. If you see something wrong, your first impulse will be to yell at someone. But check that impulse - players will probably be playing in your neighborhood all the time. Generally, it is better to go to the source of the trouble and try to correct it. The best way to work with spectators is to make friends with them. Try to anticipate the gallery's actions. Talk to the first individuals who arrive in your zone, explain to them what you want to do, why it is necessary and ask for their help. Finally, spectators resent persons who stand and block their way; so make it a practice to sit or kneel whenever possible. Additionally, if conditions are right, also require news media representatives and photographers who are inside the ropes to also sit or kneel.

“STAND PLEASE!”

to stop moving spectators while a player is about to play. At the same time, hold your arms above your head.

“QUIET, PLEASE!”

to stop talking or other noise.

“FORE! - ON THE RIGHT!” or “FORE! - ON THE LEFT!”

to warn that a shot is headed outside the gallery ropes.

“OFF THE FAIRWAY, PLEASE!”

to spectators in crosswalks and to press and photographers who stray too far from gallery ropes.

“WALK AROUND THE GREEN (or BUNKER), PLEASE!”

to those who may try to walk on the green or through bunkers. “DON'T RUN, PLEASE! WALK!” - when spectators start to run. A running gallery is out of control and serious injury can result. Try to stop any running.

GALLERY FOLLOWING LAST GROUPING

Special problems arise in marshaling a gallery following the last grouping on any day, particularly the last day, or a play-off. The gallery will tend to break through rope, lines and stand in the fairway behind the players. When this happens, control begins to break down at other points. With large galleries, many spectators are denied opportunity to see well.

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This must and can be prevented. Additional marshals will be assigned to finishing holes to prevent spectators breaking through.

The basic principles are:

1. Inform spectators that gallery lines must be kept intact at all times.
2. Man the lines securely with marshals and uniformed officers as far back as 150 yards from positions where the players are to play, as well as near approaches to putting greens.

The gallery will become discouraged about breaking through the lines and will tend to walk peaceably outside the lines toward the greens. These aims can be implemented by forming several strong special moving crews of marshals and uniformed officers, each under the command of a particularly strong and diplomatic captain. Four crews work on both sides of hole, two short of the second shot area and two short of the putting green; and they leap-frog one another.

Before play reaches an approach shot area or green, the captains of the special crews walk up and down the gallery lines explaining the procedure to the spectators. They simply prepare the way. When play passes, the special crews stay in position long enough to discourage spectators from breaking through. This system has worked in particularly difficult situations. It can work in any situation if properly planned. Double-rope or triple-rope most of the 18th fairway and all of the putting green to discourage breakthroughs.

LOCATING AND PROTECTING ERRANT SHOTS

You render very important service in locating shots hit to the rough or other problem areas. This requires alertness in watching all shots coming in your direction. Do not allow anyone to touch the ball. If the shot stops outside the gallery ropes, get to it as quickly as possible. Protect the ball - stand over it. As soon as you can with the help of other marshals, clear spectators out of the way. Try to keep them at least five yards from the ball at all points, so as not to bother players and to provide opportunity for a maximum number of spectators to see. They should be off the line of play at an ever-widening angle. This is the kind of situation where you can contribute greatly to fair play for the player and safety for the spectator.

MAINTENANCE OF COURSE

Periodically check all sand bunkers in your assigned zone. If no ball is in the bunker, rake it if it needs raking and if the golf course maintenance staff is not available; remove moveable obstructions (paper, cans, cigarette butts) and loose impediments (twigs, stones, leaves, nuts). Some bunkers near trees accumulate leaves, twigs and nuts; obtain help from the golf course superintendent to remove them.

OUTSIDE ROPES

Effective crowd control is often best done outside of the ropes. Particular attention should be given to the pairings that precede and follow "feature" groups so that the gallery is not hurrying into position to watch their favorite player while possibly disturbing another.

PERSONS INSIDE THE GALLERY ROPES

Only the following persons are allowed inside the gallery ropes:

1. Players when playing and their caddies.
2. Authorized scorers.
3. Standard-bearers in scoring service.
4. Press and still photographers wearing "PRESS" "TV" or "PHOTO" stickers. A press badge alone does not admit the wearer inside the ropes. All such press and photographers who are entitled to

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go inside gallery lines must stay close to the lines, and not more than an arm's length away. They must NOT walk in the fairway. Marshals are requested to be especially alert to control these representatives of news media. Those without proper credentials must be escorted outside the ropes.

5. PGA TOUR officials.
6. Marshals on active duty on the hole concerned.
7. Golf course maintenance workmen, if authorized by PGA TOUR officials.
8. PGA TOUR Security.

PHOTOGRAPHY AND CELL PHONES

Picture-taking and cell phone usage can ruin shots and tournaments. Please be alert to deal with unauthorized photography and cell phone use. The rules are as follows:

1. Spectators: Practice and Pro-Am days: Spectators may use cameras. Championship days (Friday - Monday): Spectators MUST NOT have cameras or cell phones on the course. Stop any spectator who tries to use a camera, and call for Marshal Leadership to have the camera checked by the tournament committee.
2. News Media Photographers: Those authorized to be inside gallery ropes must have stickers labeled "TV", "PHOTO" or "PRESS" Photographic assistants without these stickers must not enter gallery ropes. Experienced news photographers usually cause no difficulty; sometimes those who cover golf only occasionally are not familiar with the etiquette of the game. One of your most important duties is to assure that photographers observe the Photography Regulations at the end of this message. If any difficulty arises, call a PGA TOUR official.

PUTTING GREENS

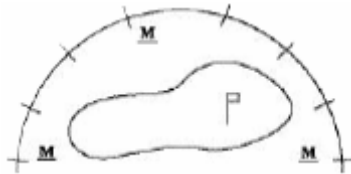
It is particularly important for spectators to be quiet and motionless during play around and on the green. Have the first two gallery rows around the green sit or kneel if conditions permit.

Be alert for bad shots, and call out: "FORE - ON THE LEFT! (or RIGHT)." Then go to the ball, protect it, and clear a large area to enable the player to play. Only players and caddies are allowed on the putting green. After all players have reached the green, and after any applause, hold your arms above your head and say: "QUIET, PLEASE! PLEASE BE STILL WHILE THE PLAYERS ARE PUTTING!"

Do not raise or lower arms or paddles, while a player is playing a stroke.

Do not stand directly behind a player or where he can see you.

When players have finished the hole, open the exit gate rope for them to leave, and keep spectators from entering the walkway. Marshals should take positions somewhat as follows to prevent spectator movement:



Near the 9th and 18th putting greens, the area where scorecards are returned must be kept free of unauthorized persons; this includes tournament officials and "celebrities" as well as news media

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representatives and photographers. Players must have full opportunity to check and return scorecards without interruption or distraction of any sort; the game is not over until the player has signed and returned his card. A disorderly, cluttered finishing green area is highly unprofessional. The tournament deserves the most orderly, well controlled finishing green which you can provide.

RELATIONS WITH THE PLAYERS

Players concentrate so keenly they generally prefer not to talk to unknown persons while working. Additionally, be as inconspicuous as reasonable during play. Your best position is close to the gallery ropes. You should take a prominent position only when necessary to give directions or in performing other duties. You should avoid standing directly behind a player when he prepares to hit, and you should remain absolutely still when he hits. In any case, do not volunteer Rulings or advice to players. Rulings may be given only by PGA TOUR officials. Also, do not ask players for autographs while on duty.

SECOND SHOT AREAS

Try to watch all shots headed for your area. If a ball is hit beyond the gallery ropes, go to it to protect it. Clear the line of play as noted above. Keep the gallery quiet and motionless before a player plays; however, once he has started to play, be quiet and still.

SIGNS AND BANNERS

Signs and banners are prohibited from PGA Tour events and spectators must be stopped from carrying signs and banners.

SPECIAL DUTIES OF MOBILE MARSHALS

After getting your golfer(s) to the tee box or green, you should check with the Hole Captain to see if there is anything that, you could do to help them with their hole.

Some basic rules for Mobile Marshals:

1. Stay within an arm length of the ropes. On certain, holes this means you should walk outside the ropes so you do not have to tight-walk around bunkers and other hazards.
2. Under no circumstances walk on the Fairway or Putting Greens.
3. Never at any time move a golfer's ball or interfere with play.
4. Stay out of spectator sight lines while inside the fairway ropes and around the green. You may have to kneel down at times.
5. At least one Mobile Marshal on each side of the fairway when possible.
6. When a golfer hits a ball out of the roped area, help the Hole Marshall(s) to clear a path for the golfer's next shot, help with gallery control and help the golfer and caddie reenter the fairway area. This may require you to move stakes and fairway ropes.
7. Generally, Mobile Marshals should try to proceed approximately 100 yards down the fairway, (stay outside the ropes if possible), to help get to a ball hit into the rough.
8. Do not talk to golfers once the round has begun unless they talk to you.
9. At all times, be courteous to spectators, golfers, caddies, walking scorers, and standard bearers. Generally, do not raise your voice; use your Quiet sign if you have one.
10. Contact the Hole Captain if security personnel are required, they have a radio for emergencies. Do not attempt to eject or threaten a spectator.
11. Mobile Marshals should plan to meet ½ hour before their scheduled tee time. This will ensure that you can locate your golfers, introduce yourselves if possible and arrange to escort them to the appropriate tee box on time.

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12. Escort golfer from the Green to the next Tee. This responsibility is critical to the effectiveness of the Mobile Marshall. Particular attention should be paid in the following areas:
 - A. Taking cart from Hole 3 Green to Hole 4 Tee
 - B. Protecting unauthorized access to player walkway in woods area from Hole 4 Green to Hole 5 Tee
 - C. Gallery crossing area on Hole 5
 - D. Gallery crossing area between Hole 5 Green and Hole 6 Tee
 - E. Taking cart from Hole 7 Green to Hole 8 Tee
 - F. Gallery crossing area on Hole 8
 - G. Crossing road between Hole 9 Green and Hole 10 Tee
 - H. Protecting woods area from Hole 12 Green to Hole 13 Tee
 - I. Gallery crossing area between Hole 13 Green, Hole 14 Tee and Bathroom area
 - J. Gallery crossing area between Hole 14 Green and Hole 15 Tee
 - K. Gallery crossing area between Hole 15 Green and Hole 16 Tee
 - L. Gallery crossing area between Hole 16 Green and Hole 17 Tee
 - M. Gallery crossing area between Hole 17 Green and Hole 18 Tee
 - N. Gallery crossing area between Hole 18 Green scoring trailer and autograph/press area
 - O. Assisting players from 18th green to 1st tee during first two rounds of Championship
 - P. Assisting players from practice area to either 1st or 10th tees.

TEeing GROUNDS

Marshals assigned to teeing grounds should help to clear a walkway for players coming from the previous putting green. Manage the drop rope at the gate to the teeing ground; it should be kept up at all times except when players and caddies are entering. Spectators must stay behind the ropes and off the teeing ground at all times.

Some news media representatives may enter through the gate, but only if they do not delay play and provided they immediately get out of the way. As players leave the previous putting green, check whether spectators are still using the crosswalk in the fairway of the hole to which you are assigned. If they are, go to the front of the tee and signal the marshals at the crosswalk to have crosswalk cleared promptly. This will require alertness on your part and prearranged coordination with marshals at the crosswalk.

By the time the players reach your tee, the fairway ahead should be clear so that play may proceed promptly - unless, of course, other players are waiting in the fairway to play. If there is any background noise or movement before a player has teed his ball, you should hold your arms above your head and command "QUIET, PLEASE! STAND, PLEASE!"

Do not make any statement or movement after a player has teed his ball. Do not raise or lower arms, or paddles, while a player is playing a stroke. Do not stand directly behind a player or where he can see you.

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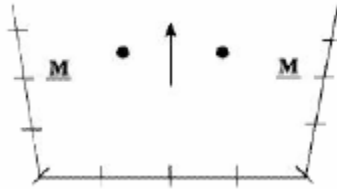


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By this time marshals at the tee should be even with the tee markers, close to the ropes, like this ("M" means marshal):



WORKING WITH THE GALLERIES

Most spectators are golfers who realize the importance of good conduct. They will respect your directions. Usually, if you ask them to help, they will readily do so. But there are other spectators who are out to get their money's worth regardless of the rights of all others. They may call you "officious" or otherwise berate you. With all the classes of spectators, please try your utmost to do the following:

1. Be courteous until it hurts. Do not try to eject or threaten a spectator. Strive to keep your temper, not lose it. If a person is causing trouble which you cannot handle, call a civil officer or a PGA TOUR official. This is important, both practically and legally.

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