



2012 Family Circle Cup Ball Crew Protocol and Training Manual

Thank you for your interest in the 2012 Family Circle Cup Ball Crew Program! We are grateful that you are willing to lend your time & talent to this very important aspect of the FCC.

Ball Crew persons are a big part of the tournament, as the FCC players and Officials rely on the Ball Crew to keep the flow of the match going. Whether you are a “Rookie” or “Veteran”, all will have to go through some rigorous training and practice in order to be the very best when the matches begin! Those members of Ball Crew that are students, please let us know if we can sign off on any community service hours for your school.

The Family Circle Cup is a world class event, with over 90,000 spectators and is broadcast on ESPN 2, as well as Eurosport. This year, Family Circle Cup is celebrating its 40th year in Women’s Tennis, and we hope that you will enjoy being part of our historic celebration. Enjoy seeing your friends from last year and making new memories with new friends as well!

We have worked hard over the months to initiate some changes that we feel will improve the Ball Crew Program. Please take the time to read through the Ball Crew Protocol to become familiar with the changes for 2012 that are highlighted in **RED**.

Feel free to ask the Ball Crew Coordinators questions; they are a dynamic group with years of experience to assist you!



Ball Crew Protocol 2012

Applications: Ball crew applications can be found:

- on line at: www.familycirclecup.com
- Front desk at the Family Circle Tennis Center
- From any of your coordinators
- or e-mail us at: www.fccballcrew@gmail.com

Work Schedules:

- On the application there is a place for you to fill in what days you will be available to work during the tournament. We will use this information to post a working schedule and to make sure that we have enough people scheduled for each shift (we need extra crew if a match goes three sets). Closer to the event, if you find you are available for additional shifts, please let us know and you will be scheduled if there is availability.

Qualifications:

- Ball crew rookies (1st year volunteers) must be at least **10 years old** if they play tennis on a team or competitively in tournaments, or **12 years old** if they take lessons or do not play at all. To qualify as a 2012 FCC ball person, you must pass the required training sessions which include the necessary skills you will need to have during the tournament.
- Rookies may submit their applications at the informational meeting **February 18, or by March 12, 2012.** If it has not been received within this time frame, they may not be allowed to participate.
- Veterans must have their applications in by **March 2nd** or they will not be considered for the “**all star**” ball crew for the finals weekend.

Practice:

- Practice starts February 18th and continues every Saturday until the tournament begins.
- A practice schedule with locations and times will be posted on the Family Circle Cup webs site: www.familycirclecup.com. Participants must attend at least 5 of 8 practices or have contacted a coordinator when they will not be present for a particular practice date.
- Veterans must attend at least 4 of 8 practices/ or two practices if you are a 5+ year veteran.
- There will be a sign in sheet at every practice that you will be required to sign. If you forget and do not sign in, you will be considered not present! You may not sign in a friend's name that is running late or not present.
- Veterans are expected to help the staff train the rookies.

During the Tournament:

- Uniforms will be given out on the first day you are scheduled to work.
- Jackets will be given out on the first cold day or inclement weather day.
- Ball crew must arrive at least 2 hours before the first match is scheduled to begin.
- You must sign in every day when you arrive in order to be assigned a match.
- If you do not have the correct shoes, if you do not have on non-logo shorts, or if you are missing any part of your uniform **YOU MAY NOT BE ABLE TO GO ON COURT!**
- Match assignments will be announced during our morning ball crew meeting held around 9:30 every morning and before the first match at 10:00.
- If you are late or not present at the morning meeting, you may lose your match assignment.
- If you do not get assigned to a match during the first assignments, keep checking back every 30 min. until you get your assignment.
- If you are MIA (missing in action) or late for a match assignment, you may be replaced and may not get another assignment for that day.
- If you do not show up to 2 scheduled shifts during the day you may be sent home and maybe asked not to return.
- You will be graded on how well you perform on each match assignment.

Match Assignment during Tournament:

- Daily match assignments depend upon:
 - When you may have signed in
 - Your attitude towards your fellow ball crew members and staff
 - If you are skilled enough to be able to do the net
 - Your overall skill level
 - Your past performances on court
- Morning only crew's may have priority on the first match assignments of the day.

- All day members of the crew may have second priority on matches depending on ability.
- Afternoon only crew may have priority over anyone who has already worked a match earlier in the day.
- Veterans have priority on “Net” positions for all matches. Rookies may only work “Net” if needed and with the recommendation of a shift leader or a coordinator.
- Evening matches may be only staffed by “Veterans” or select “Rookies” whenever possible. Rookies may staff the baseline positions as they are needed or with the recommendation of a shift leader and/or coordinator for their excellent work ethic during their matches worked earlier in the day or week.
- All matches will be assigned by coordinators and shift leaders.
- Veterans may make ONE suggestion as to a match they would really like to work that week. Assignment to that match may not be guaranteed, but the coordinators will try to keep that in mind if at all possible.
- If you have crewed at least one “high interest” match, please do not expect a second match of the same caliber that day or maybe that week. We will try to rotate the crew as fairly as possible.
- A lot of thought and planning goes into court assignments. Unforeseeable situations such as weather, how many matches go three sets have to be taken into account. Coordinators have the final say on any initial court assignments. Questioning their decisions may result in not being assigned a court assignment for that day.
- Shift leaders or court monitors have complete authority to make courtside adjustments as needed regarding skill, behavior or court needs.
- All ball crew members are required to report to their shift leader or court monitor after the morning meeting and prior to the beginning of their assigned match.
- All second set ball crew members are required to check in with their court monitor and be courtside at the start of the first set.
- First set ball crew should remain courtside following their set and notify their court monitor if you need to leave for any reason. By the fourth game point, ball crew members (under 18 years old) should be seated with their court monitor and be prepared to work a third set if needed.
- Adults and veterans over 18 are required to check in with their court monitors but do not have to remain courtside so long as they are in a position to monitor the match scores and must be present when the score is four games for either player.
- Please remember that missing or being late for your assigned set may result in not getting another court assignment for the rest of the day. It is very important that you be aware both of the time and the score of your match (if applicable).
- **Ball Crew drop off will be at the side gate in the morning, nearest the Volunteer tents:**
- **Ball Crew pick up mid-day will be in the round- about by the shed gate. (same as before)**
- **Ball Crew must sign out at the end of their shifts, even if they stay onsite to watch matches. Parents, please be aware that once your child signs out, we**