



ATP250

February 7 – 16, 2025

Join Our Team & Experience the DBO Atmosphere @ One of the Coolest ATP Tour Events in the World

EVENT INFO... ATP Pro Tennis, Delray Beach Open Food & Wine Series, National & International Television, Host to 60,000+ fans... *More Food, More Tennis, More Fun!*

VOLUNTEER INFO ...

Volunteers are required to work a minimum of five (5) shifts.

Shift times may vary depending on the department selected. During the registration period, you will be able to select your availability within the desired department. Your final schedule will be sent along with your department supervisor's information a few weeks prior to the tournament start date.

Contact: Please contact Charlotte Cramer (Volunteer Coordinator) at CCramer@YellowTennisBall.com or Morgan Gravlin at MGravlin@YellowTennisBall.com for further information or questions!

Location: Delray Beach Stadium & Tennis Center, 201 W. Atlantic Ave., Delray Beach, Florida

Event Phone: 561.330.6000

Event Website: DelrayBeachOpen.com

2025 DEPARTMENT DESCRIPTIONS

Volunteer Department	Job Description
Hospitality (tickets, special events, Delray Beach Open Food & Wine Series)	<p>This team will provide support and assistance to patrons all over the site.</p> <p>Role and responsibilities will include, but are not limited to: Front of the House - Tickets (greeting fans - scanning tickets at the gate) and hospitality (greet/check-in patrons as the Hospitality Pavilion, parties, etc.), providing direction to fans on-site, assist in Event Info Booth, providing guest services at special events, checking patrons into VIP Clubhouse, provide problem solving skills and excellent customer service.</p>
Ushers	<p>Stationed on-site (Event Entrance, in-Stadium, Side Court 1) primarily to monitor patron behavior, provide guidance, and assist with any problems that arise.</p> <p>Responsibilities include but not limited to: helping patrons find their seating, monitoring movement within matches, monitoring credential only access points, problem solving, directing patrons to areas on site, assisting on court patrons to their seats, maintain a safe environment, and provide excellent customer service. Must be able to handle large crowds.</p>
Transportation	<p>Responsible for transporting players to and from any desired destination, whether that be the airport, hotel, back to the site, or other approved locations. They should be safe drivers and will be required to provide license and insurance documentation prior to approval.</p>
Credentials	<p>Assist with the distribution of Credentials to all players (and guests), officials, employees, and all other individuals who require credential access. Must be able to use laptops, computers, camera, and printers to process credentials.</p>
Office/Will Call	<p>The roles and requests will be, but are not limited to, answering phones, directing phone calls, answering questions to the best of their ability, taking messages, distributing will call tickets, utilizing problem solving skills, and providing excellent customer service.</p>
Player Services	<p>Act as the Concierge Services for the players and their guests.</p> <p>Examples include: Schedule and assist with player practice times, assign hitters for players, providing players with drinks, snacks and meal vouchers, monitoring laundry services, initiating player guest tickets to matches, answering phone calls, problem solving, informing players and guests about on-site services and local attractions, and providing excellent customer service.</p> <p>ABOVE ALL, player services volunteers will provide an exceptional and professional experience for ALL players, guests, and officials they assist.</p>
Volunteer Services	<p>This team will assist our group of 300+ volunteers throughout the tournament. The role will include, but is not limited to, maintaining an orderly volunteer establishment, communicating with food services to receive and distribute meals, refilling and distributing refreshments, distributing meal vouchers, problem solving skills, and assisting the group as needed.</p>