

2020

Arizona Tennis Classic

General Volunteer Information



WELCOME

Welcome to the 2020 Arizona Tennis Classic. You are part of an elite group of volunteers within the Phoenix area that is an integral part of tennis at the international level.

Volunteers are a big part of any tournament. The experience is an exciting and inspiring one, and it also enables people to provide an important service to the game of tennis.

The following information will help you understand what you will need to accomplish to be a successful Volunteer. Along the way, you will make see old friends, make new friends, meet players, and watch some amazing tennis at the Arizona Tennis Classic.

We thank you for your commitment to the Arizona Tennis Classic. Get ready for a great adventure!

Please reach out to Brad Klein at arizonatennisclassic.volunteer@gmail.com if you have any questions.

Sincerely,

Arizona Tennis Classic Tournament Management

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TENNIS BASICS TERMS AND DEFINITIONS

DEUCE AND AD COURTS

The side to the right of center is called the “deuce” side and the side to the left of center is called the “ad” side. When the game is tied at 40-40, it is called “deuce” and the player serving will serve from the right side, referred to as the “deuce” side. In the picture, above, the player on the left is serving on the “ad” side. The picture above also shows the Ball Crew positions to learn where each person stands during play.

BASELINE

This is the line at the back of the court that is parallel to the net.

SIDELINE

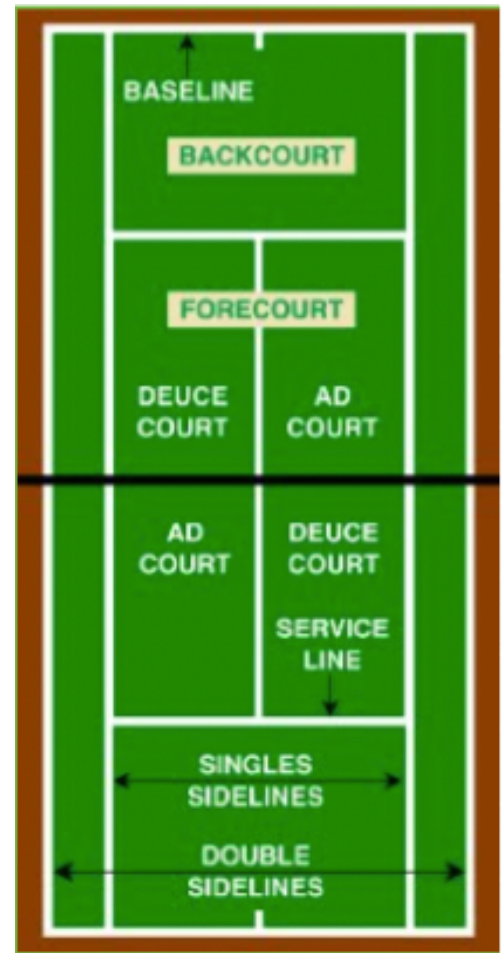
The outside lines perpendicular to the net are the sidelines. The singles sidelines are the two innermost lines on the court. Anything outside of these lines is considered “out.” The doubles court is nine feet wider and the outer sidelines mark the area for doubles play.

SERVICE LINE

The line parallel to the net and between the net and baseline is the service line. When a player is serving, the player must get the ball in the appropriate “service box” to have a legal serve. The centerline bisects the court to make up the two service boxes.

FAULT

When serving, the player has two opportunities to get a legal serve in play. If the ball lands outside of the service box, it is called a fault. The second fault is called a “double fault” and the receiving player will gain a point.



FOOT FAULT

The server cannot have their foot cross the baseline, centerline or sideline when serving. If they do, a “foot fault” will be called. If the player already had a fault, then the foot fault would be a double fault and their opponent will gain a point.

LET

A let is a stroke that doesn't count and must be replayed. This most commonly happens when a serve touches the net before entering the proper service court.

SCORING

Tennis has a unique scoring system. Each player starts at 0-0 or “love-love.” The first point won is “15.” The second point won is “30.” The third point won is “40.” The fourth point won is “game.” When each player has scored one point the score is “15 all.” When each player has scored two points, the score is “30 all.” When each player has scored three points, the score is called “deuce” and a player then must score two more points in a row to win the game. The point won from the deuce service is called “advantage” and the official will announce the winner’s name, for example, “Advantage Brown.” If Brown wins the next point, it is “game.” If Brown does not win the next point, the score goes back to “deuce.”

The official will always announce the serving player’s score first. Here is a sample score sequence: “15-love,” “30-love,” “30-15,” “40-15,” “game.” In this example, the server won the first, second, fourth and fifth point played to win the game.

Doubles matches may be played with “no-ad” scoring. This means that once the score gets to 40-40 the next point will be the deciding point instead of deuce. Whichever team wins the next point will win the game.

Matches are played in “sets.” Usually the player who reaches six games first by a margin of two wins a set. If the score gets to 6-6, a set tiebreak is played. Matches are played best two of three sets. Doubles matches are played best two of three sets with a 10-point tiebreak in lieu of a third set. This is done to speed up play.

CHANGEOVER

The changeover is a 90-second period of time when the players sit down and rest. This happens after a game is finished and the total game score is odd. The exceptions are after the first game or during a tiebreak.

SET TIEBREAK

When tennis players win six games each in a set, they play a tiebreaker to decide the winner of the set. The player due to serve the 13th game serves the first point.

After the first serve, the serve goes over to the other player, who then serves the next two points.

After the third point, the players alternate, serving two points each.

After the first six points are played, no matter what the score is, the players change ends (and continue to do so after every other six point span) until one player wins at least seven points by a margin of two-points.

MATCH 3rd SET

All matches are best-of-three sets. That means that the winner of the match is the first playing to win two sets. If "player A" wins set one and set two, the match is over. But if "player A" wins the first set but loses the second, the match would be decided by who wins the third set.

SPECTATOR BASICS

Tennis has grown increasingly popular around the world in recent years; fans flock to stadiums and cheer for their favorite athletes. But some fans are completely oblivious to basic spectator etiquette. Tennis has distinct spectator rules and our job is to make sure our spectators know and follow proper tennis etiquette.

Our primary job as Ushers is to act as Arizona Tennis Classic ambassadors welcoming and directing all players and spectators around the tournament venue. As an Usher or Greeter, you will check credentials, wristbands and usher spectators to their seats.

Fans can recognize great play; it's just done in a different manner with different timing than other sports. Here are some guidelines to remember.

SPECTATOR ETIQUETTE IN TENNIS

PLEASE TAKE YOUR SEATS

Professional tennis matches outline certain rules in regard to spectators leaving and returning to their seats during a match because moving bodies distract the players. Spectators can only take their seats or leave their seats on a changeover (change ends).

Players change ends at the end of the first, third and every subsequent odd game of each set and at the end of each set. During a tie-break, players change ends after every six points.

If play has started, spectators should remain standing at the court entry until the Change Over before seeking their seats. As for leaving their seat, spectators should at least try to wait until the Change Over or at the very least the end of a game to leave their seat.

At Center Court, all spectators should stand at the bottom of the stairs to be queued up for entrance into Center Court. Red velvet rope will be placed at the bottom of the staircase as a physical barrier to court entry.

Additionally, if spectators are watching near a court, they should stand-off to the side, so they are out of the player's field of vision.

VALIDATING SEATS

Check a spectator's wristband and ensure the spectator is in the proper seating section. Ensure that only spectators with the proper wristband are sitting in their assigned section. Monitor seating area for spectators who may not be in correct area.

Also, note that Ball Kids should not sit in the sponsor area unless they are a guest of a sponsor or they have permission from a member of the RBC Tournament Management team.

CHEERING

Spectators should not talk loudly or cheer just before the start or during a point. This is the player's time to compose or keep their focus on the task at hand. Spectators can cheer, scream, cry — do whatever they want — when the point or game comes to an end, but they must keep quiet while the players are in action.

Most players love an involved crowd that cheers them on, so spectators can cheer when the point is over.

QUIET THE CALLS

Tennis spectators are expected to silence their phones. Without much surrounding noise, a ringing phone can pierce through a stadium like a fire alarm. The players need to stay fully concentrated so remind spectators to turn-off their phones as they are heading to their seats.

FLASH PHOTOGRAPHY

Most players are fine with picture-taking during play, so as long as the flash is turned off. Flashing lights can distract a player as he tries to track the fast-moving ball. Remind spectators that there is no flash photography as they are heading to their seats.

NO COACHING

As a concerned or biased spectator, they should not engage in coaching any player during the course of a match. This could lead to disqualification of the player.

Also, spectators do not get involved with bad line calls or mistaken scoring. It is up to the players to resolve any matters that happen out on court with the Chair Umpire.

CORRECT APPLAUSE

Spectators can applaud for a long rally, well played point or an outright winner. Please be aware of loud spectators that applaud for an unforced error, double fault or even a bad serve. Remind these spectators that they should respect the game of tennis and encourage them to applaud the other players good play even if it's not the person they are rooting for.

ENJOYING THE GAME

Following these simple rules of tennis etiquette will enhance the tennis experience for all. Our primary goal is to assist spectators to make the Arizona Tennis Classic a great experience for everyone. Regardless of a patron's behavior, please remain calm, reasonable and treat them as you would want to be treated. If any issues escalate then immediately text Brad Klein at 612-817-9542 to help resolve the issue.

POST MATCH CLEAN-UP

Immediately following matches, please conduct quick and thorough site cleanup.

GENERAL LOGISTICS

UNIFORMS

All Volunteer team members will be given a tournament t-shirt. The tournament t-shirt must be clean and worn during your shift. You can wear black, khaki, white or jean bottoms of your choice. If the weather is cold, you can wear a white long-sleeve shirt under your tournament t-shirt.

CHECKING-IN

All Volunteers are to report to the Volunteer area before their assigned shift. Follow the signs in the parking lot, it will lead you to main entrance on the North/East side of parking lot. We do not have access to lockers, so please try to keep belongings to necessary items only. DO NOT go enter through the Phoenix Country Club main entrance.

TOURNAMENT ATTENDANCE

You are welcome to enjoy the tournament prior to or after your shift.

MEALS

All meals will be delivered to the Volunteer area.

We will have vegetarian options available for those that request vegetarian options. If you didn't select a vegetarian meal option at sign-up then please reach out to Brad Klein at arizonatennisclassic.volunteer@gmail.com.

Snacks will be provided and may contain peanut products. If you have an allergy then inform Brad Klein at arizonatennisclassic.volunteer@gmail.com. We will do our best to accommodate special allergy requests but you may want to bring a snack/meal option just in case.

PARKING

Volunteer parking will be at the south/West end of the parking lot. **PLEASE DO NOT PARK IN MEMBER LOT.** Thursday thru Sunday you will park at North High School www.phoenixunion.org/north

CHECKING-OUT

Please check-out with the Volunteer Coordinator at the end of your shift.

There is a lot of information in this document but don't let it overwhelm you. You will be working on a team that will be there to support you to be successful. If you have any questions, then please reach out to Brad Klein at arizonatennisclassic.volunteer@gmail.com.

The Arizona Tennis Classic couldn't operate without our Volunteers. Thank you for making the commitment to be a part of something great!

NOTES: