



Events

A guide to hosting tournaments

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INTRODUCTION

Many softball associations are or will be involved in coordinating and delivering one off or ongoing events. These events could be a Softball NZ sanctioned tournament or a local initiative, regardless planning is important.

A successful event will be enjoyable for all those involved and rewarding for the association. In addition, running a successful event may have positive spin offs such as enhancing local public image, and the potential to attract new members.

This resource has been created for associations and clubs who don't have a lot of time or resource (staff, committees or volunteers etc) to commit to pre planning an event extensively.

The aim is for this resource to assist you to make sure you have the basics in place that you require on the covering the aspects below.

1. Key personal at tournaments
2. Event volunteers
3. Event delivery
4. Common event issues
5. Information to assist you post event
6. Ways to recognise volunteers

Working documents

1. A checklist for associations who are running an event
2. Event volunteer requirements table
3. Role descriptions for key event volunteers/administrators
4. Pre event tournament letter (example)
5. Managers Meeting Agenda
6. Closing Ceremony Agenda
7. Volunteer certificate

Note:



This resource contains work sheets found towards the back of it that you can actively use to help you on your way.



EVENT VOLUNTEERS

In a nutshell events tend to require more volunteers.

There is a range of factors affecting volunteer management during events such as:

- Is it a one off event or a reoccurring event?
- Is it a single day event or a multi day event?
- Does the event use single or multiple venues?
- Does the event involve a range of age groups and abilities or does it have participants that require a variety of needs?

Once the above is determined the association will require the following:

1. Create a detailed list of jobs needed to be undertaken during the event. Volunteers need to clearly understand the tasks required of them
2. Create a list of how many volunteers you will need
3. Pair each potential volunteer role with the tasks they will be required to be undertaken at the event
4. Put a timeline in place for recruiting volunteers. A last minute approach will often end in volunteer vacancies or increased pressure on those volunteers you have already enlisted to help.



KEY PERSONAL AT TOURNAMENTS

Let's start with the basics, decide who and what roles will be required at the event. From here you can decide if you need all or some of the below for the event you are running.

Tournament Committee

1. Tournament Controller
2. Tournament Secretary
3. Multi-Purpose Executive (MPE)
4. Chief of Ground Crew
5. Ground Crew

Softball NZ Officials appointed at designated SNZ tournaments

1. SNZ Representative (STR)
2. Chief Scorer and Scorers
3. Chief Umpire and Umpires
4. Tournament Selector
5. Tournament Statistician

Tournament staff

(Some of the below roles listed may not be applicable for all tournaments)

1. Chief of Scoreboards
2. Scoreboard Attendants – 4 members
3. Match Commentator
4. Music DJ
5. Gate Staff Manager
6. Bar Manager
7. Shop Manager
8. First Aid Attendant



Please refer to the table on page 17 to help you work through your event volunteer requirements. Please refer to the role descriptions on page 18 & 19 for the following positions you will need at the tournament: Tournament Controller and Tournament Secretary.

EVENT DELIVERY

This can be the most stressful or chaotic part of the process and is obviously one of the key factors to the success of your event.

While you may have ticked off everything on your checklist, this doesn't always allow for all of the last minute and countless situations that may require urgent action.

Key volunteers or personnel can be pulled in several directions, and this is where clear communication and delegation are essential.

It is also vital that all volunteers know their roles inside and out, but also know when to ask for help if required.

A majority of successful events will have a daily running sheet, which outlining:

- Every activity taking place throughout the day
- The time it should occur
- Who is involved
- The person responsible and
- The location

These running sheets are great to use at both pre and post event meetings.

Please note that every volunteer should have a copy of the daily running sheet. If changes are made it is probably best to print off new copies of the running sheet and label it a different version to avoid confusion.



Please refer to the checklist on page 11 -16 to help you work through what is required to run your event.

Please refer to page 18 for a template "daily running sheet".

Please refer to page 20 for an example "pre tournament letter" to be sent to associations.

Please refer to page 22 for an agenda for the managers meeting.

Please refer to page 23 for an agenda for the closing ceremony.



COMMON EVENT ISSUES

Unfortunately there can be some problem areas that can hinder the success of an event.

Below is a list of the common problems that should be avoided while running an event and that key people need to be aware of.

1. Having an ineffective Tournament Officer running the day to day tasks of the event
2. Ineffective announcers or public speakers. They may be keen but can they deliver in a professional and engaging manor
3. Insufficient or inappropriate food and beverages. Think about the age you are catering for, the range of products offered and the nutritional value
4. Faulty PA system
5. Lack of volunteers or staff
6. Lack of toilet and rubbish facilities or lack of cleanliness of these and
7. The event isn't running to schedule.



POST EVENT

While you can give a big sigh of relief that your event ran smoothly there are still tasks to be undertaken after the completion of the event.

Sometimes it is difficult to remain focused on these small 'post event' tasks but they are still a very important part of your event.

Remember to:

- Send out results and media information
- Thank and recognise all volunteers, participants, media and sponsors. To get some ideas of how to recognise your volunteers, information can be found on the following page
- Complete the finances by balancing out the accounts and pay any outstanding accounts
- Hold a debriefing session for all those key people involved in the event
- Ensure records of this event are kept as a reference for any future events being held.

Remember that every event is a learning experience. Regardless of how well you have planned, you can probably find something (small or big) you would like to alter for any future events.



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RECOGNISING VOLUNTEERS

It doesn't take long, or even cost a lot, but recognition can mean so much to an individual and provide a positive spin off effect to your association.

It is important to reward all of your volunteers, regardless whether they have contributed a few hours here and there or are a key volunteer dedicating a good chunk of their time to the association. Recognising and rewarding volunteers is not a one off tick in the box for the association, it requires an ongoing commitment from the association and should deliver a consistent positive measure to its volunteers.

Below is a few ways you can reward your volunteers:

Remember, rewards don't have to be expensive; they just have to be genuine and meaningful

- Send a thank you card to your volunteers during and after they have undertaken their role
- Ensure that expenses are reimbursed that you have agreed on in a timely fashion
- Produce a certificate of appreciation (this could be useful for those who want to add it to their CV)
- Provide meals or snacks especially if you are asking volunteers to be at a venue for longer than half a day
- Nominate them for both association awards and external awards which recognise the contributions of volunteers (Softball NZ Awards, Sport NZ Volunteer of the Year, Sports Trust Awards)
- Pay or contribute for them to attend relevant skills and training events
- Host a function/party for the volunteers
- Ensure their ideas are listened to and acted upon where possible
- Acknowledge them on your association website and other publications
- Send birthday or Christmas cards
- Always be appreciative of them, talk respectfully to volunteers, smile and acknowledge them by their name
- Write references for them (if asked) quickly and efficiently
- Ensure management of their role and tasks are good and they feel supported
- Provide them with clothing or badges identify them as a volunteer and advertises your association



Please refer to page 24 for a template certificate of appreciation.



Events

Working Documents

CHECK LIST: Hosting preparation for your event:

This part of the process details the 'what, where, how, who and when' parts of your event.

VOLUNTEERS	TASK LEAD	TIMING	COMMENTS	COMPLETED
Undertake a volunteer audit outlining how many volunteers needed and what roles they will be doing. Is a volunteer coordinator required?				
Put a call out to the membership and Sports Trusts for volunteers. Include role descriptions for key volunteers				
Organise and undertake a volunteer meeting prior to the event				
Provide Volunteers with a uniform so they are identifiable (if applicable)				
Undertake a volunteer debrief after the event				
Recognise and/or reward all volunteers				

VENUE & EQUIPMENT	TASK LEAD	TIMING	COMMENTS	COMPLETED
Venue				
Do you need to book the diamonds?				
Arrange grounds staff for tournament				
Arrange for clear signage on facilities and diamonds				
If applicable, allocate a designated room(s) for Drug Free Sport NZ meeting their requirements				
Allocate a designated room or area for the scorers				
Allocate a designated room or area for the umpires				
Allocate a designated room for the tournament organiser (and STR if applicable)				
Allocate a room or area for the managers meeting				
Prepare a notice board (for draws, stats etc) that is easily accessible for managers and spectators				

Designate an area where the tournament organiser will meet with managers pregame (toss, collect team sheets)				
Equipment				
Arrange additional equipment needed for diamonds				
Stock take all equipment prior to event to make sure all equipment is in good working order and is available				
Ensure equipment in place on the day of events				
Ensure you have match balls				
Organise equipment for scorers and umpires rooms (white boards, internet connection, printer and paper)				
If applicable have you received enough scorebooks from SNZ				
Do you have any spare equipment ready and available should a team need it in an emergency				
Is your local first aid kit up to date and easy to access				
Marquees / shade tents				
Source marquees and/or tents for shade				
Confirm location of marquees and/or tents to be set up				
<i>Note: Marquees may be sourced from Sports Trusts, sponsors and the Cancer Society (who may also provide sun lotion)</i>				
Change room and toilets				
Ensure change room and toilet amenities will be serviced daily				

ONSITE REQUIREMENTS/EQUIPMENT	TASK LEAD	TIMING	COMMENTS	COMPLETED
Rubbish bins				
Walkie talkies (if applicable)				
Sounds				
Toilet paper				
Stationary				
Information board				
Results board				
Stats boards				
Signage				
Official or volunteer shirts				
Tables/desks/chairs				
Umbrellas				
Ice				
First aid kit (comprehensive kit)				
Sunscreen				

SERVICES:	TASK LEAD	TIMING	COMMENTS	COMPLETED
Organise first aid facilities and appropriate equipment				
Organise security (if required)				
Organise tournament t-shirts or merchandise (if applicable)				
Confirm location of service providers at venue				
Allocate a services liaison person				
Catering				
Organise catering for officials, scorers and volunteers				
Organise coffee carts for spectators (if applicable)				
Organise food stalls and/or bbq for spectators & teams				

PRINT/COMMUNICATION	TASK LEAD	TIMING	COMMENTS	COMPLETED
Media				
Local media release - prior to event				
Local media release - during the event				
Local media release - post event				
Allocate a media liaison				
Information to Schools/Clubs				
Collate and distribute a "welcome letter" to attending teams & Associations				
Print off tournament programs				
Schedule				
Determine daily schedule of events (If applicable) and circulate to appropriate people				
Results				
Ensure results and stats are posted in a timely and clearly visible place at venue				
Send results in daily (at end of play each day) to Softball NZ				
Distribute all final results immediately to Softball NZ				
Additional				
Invite local VIPs and association board				

MEDALS / CERMONIES	TASK LEAD	TIMING	COMMENTS	COMPLETED
Medals: check you have received the correct number of medals				
Certificates: check you have received the correct number and for the right tournament				
Organise PA system				
Organise seating (if required)				
Organise a medals table and presenters				
If applicable does any Softball NZ or sponsorship info needs to be incorporated in the opening and closing ceremonies				
If applicable does any Softball NZ or sponsorship signage need to be visible				

TOURNAMENT OFFICER GENERAL	TASK LEAD	TIMING	COMMENTS	COMPLETED
If a local event, complete a RAMS (fullname) form, if a SNZ event obtain a copy of the RAMS from if completed.				
Organise venue and information required for Managers meeting				
Set up a daily timeline for “on day” set up and during event (if required). Advise volunteers of any running sheets that have been altered.				
Invite local VIPs and Assn Board				
Liaise chief umpire & scorer and tournament selector and STR if applicable				
Have you received all the relevant information to running this event (team sheets, score cards, draw, handbook, tournament rules)				
Have you done a health and safety checks of the venue this (and each) morning?				
Have you updated draws and batting averages				
Make note of the things that were done well each day				

EVENT VOLUNTEER REQUIREMENTS

Volunteer role available	How many people do you require	Is there a written job description for this role?	Estimated hours contributed for this event	What training will they require?	Progress update
Required at tournaments					
Tournament organiser / Controller					
Tournament Secretary					
Multi – Purpose Executive (MPE)					
Chief of ground crew					
Ground crew					
Chief Umpire (if not SNZ appointed)					
Chief Scorer (if not SNZ appointed)					
Additional Scorers (if not SNZ appointed)					
Additional umpires (if not SNZ appointed)					
Suggested for tournaments					
Volunteer Coordinator					
Media Liaison					
Chief of scoreboards					
Bar Manager and / or canteen staff					
First Aid attendant					
Optional for tournaments					
Scoreboard attendants					
Match commentator					
Gate Staff Manager					
Music DJ					
Services Liaison					
Merchandise; sales					
Opening/closing ceremonies coordinator					
Venue set up / clean up					

TOURNAMENT CONTROLLER'S ROLE & RESPONSIBILITIES

Tournament Controllers Role	The tournament controller is the person who is representing the host association, and is the person who is in control of the running of the tournament.	
Reports to		
Key Tasks	1. Organise signage	<ul style="list-style-type: none"> No Parking, Public Toilets, Smoke free, Umpires Only, No Entry-Officials only, Ground Crew Only
	2. Identify smoking areas	
	3. Organise rubbish disposal	
	4. Organise umpires changing rooms	<ul style="list-style-type: none"> 2 rooms with 2 padlocks / 4 keys
	5. Organise toilets for the public to use	<ul style="list-style-type: none"> Organise cleaning and toilet paper
	6. Organise car parking arrangements	<ul style="list-style-type: none"> Organise car passes or designated parking areas for committee members, SNZ Officials, Umpires, Scorers, Ground Crew Organise a no parking zone that an ambulance could access
	7. Obtain sponsorship banners	
	8. Organise scoreboard info	<ul style="list-style-type: none"> Make sure you have the correct team names available Make sure you have numbers available (and multiple sets of numbers) Organise 2 chairs and an umbrella
	9. Organise equipment for scorers	<ul style="list-style-type: none"> Sun/rain shelter and a table and chair per diamond
	10. Organise commentators equipment	<ul style="list-style-type: none"> A P.A. system, power, music, shelter, table and chair
	11. Organise video area (if pre requested)	<ul style="list-style-type: none"> rain/sun shelter, power, and a table and chair
	12. Organise equipment for gate staff	<ul style="list-style-type: none"> A table, chair and an umbrella
	13. Organise Car park security (if appropriate)	

TOURNAMENT SECRETARY'S ROLE & RESPONSIBILITIES

Tournament Secretary's Role	The tournament secretary is the person who assists the tournament controller in the running of the tournament. This person normally runs the tournament office and is the "face" of the tournament where team management communicate daily in terms of each game they are involved with.	
Reports to	Tournament Controller	
Key Tasks	1. Organise general tournament info and supplies	<ul style="list-style-type: none"> • Lost property area • Information board-tournament results • Tables for SNZ-Brochures, merchandise etc • Tables for Trophies • Tournament T-shirts • Programmes • Eftpos • Car passes • First Aid register
	2. Organise tournament signage	<ul style="list-style-type: none"> • Tournament office • Scorers and Umpires only • Tournament officials only • First Aid • Lost property
	3. Organise general food supplies	<ul style="list-style-type: none"> • Area for Tournament Officials to eat • Fridge • Hot water urn • Tea / coffee sugar and milk • lunches-Tournament officials • food vouchers for volunteers
	4. Organise room for tournament organisers and SNZ appointed staff	<ul style="list-style-type: none"> • Photocopier-operational and paper • Fax machine-operational and paper
	5. Organise cleaning of club rooms	
	6. Organise volunteer and tournament staff clothing	

EXAMPLE: PRE EVENT TOURNAMENT WELCOME LETTER

18 Sept 2017

Welcome

The *Lakes Softball Association* is pleased to have you attend the National U17 boy's tournament in our area and would like to make your stay in *Lake Rotoiti* an enjoyable experience.

Please find enclosed information that will help you during the tournament.

Food

The *Lakes Softball Association* will be hosting daily BBQ's at the tournament where you can purchase your favourite summer food. The BBQ will start to sizzle from early morning and will continue until the last game.

Grounds

The great news is that the tournament we will have the full use of four fully fenced skin diamonds. This will be a great hub of activity for softball and great for spectator viewing as well.

Managers meeting

The managers meeting will be held at our stadium located at, Lakes Sports Hub, next to the netball courts @ 7.45pm Wednesday January 20th 2018. This is compulsory for the manager to attend. If the manager cannot attend, please send another formal representative from the team.

Medical:

There are several Accident & Emergency facilities within close proximity to the park and these details will be provided at the managers meeting. Ice will be the responsibility of each team.

Programs:

Each team will be supplied and invoiced for 15 programs at the managers meeting. If more are required then they will be available to purchase at the tournament.

Insert Association Logo

Lakes Sports Hub Map

The Lakes Sports Hub is nestled between Rotoroa and Rotoiti, so a quick 5 – 10 minute drive if you are staying in either of these locations.

If you wish to Google the location of the sports hub on <http://maps.google.com/>

Please search for 'Lakes Sports & Recreation Park'.

I have attached two maps for you to help you on your way.

Team Photographs:

Fred Frank from "Teams R Us Photography" in Rotoiti (ph: email) is available to take team photos on the first day of tournament.

Team photos are taken on the first day and returned before end of tournament.

Team photos are A4 laminated including all names etc on a nice backing card, and at \$10 each they are pretty much the best value around.

If you are keen to get a team photo, please contact Fred directly but also let Lakes Softball know one week prior to the event starting.

Tourney T-shirts.

Tournament t shirts will be available at the grounds and are being sold by E1 Clothing Ltd. An example of the logo etc is attached to this email.

Costs are: White or Black t-shirt \$25. Packages of Grey Marl Hoodie and t-shirt \$70. Grey Hoodie only \$55.

Tourney Contacts:

If you have any inquiries please do not hesitate to contact the Lakes Softball Association contact.

Contact:

E-mail:

Phone:

Yours in softball

Lakes Softball Association

MANAGERS MEETING: AGENDA	
Welcome by host President	
Roll Call	
STR (Introductions of tournament officials)	<ul style="list-style-type: none"> • Tournament Controller • Tournament Secretary • Chief Scorer • Chief Umpire • Tournament Selector • Tournament Statistician • First Aid Attendant • SNZ Representative • Protest committee
(Address overseas/visiting teams taking part in the tournament)	It is important that rules relating to eligibility to win trophies or any effects on play of placings are known by all in advance
Tournament Organiser (highlights any specific points from a Host Association perspective).	<ul style="list-style-type: none"> • Parking-vehicle access for “drop off” only, Officials, Ground Crew • Ice • Shop • Bar hours • Smoking Areas x 2 • Rubbish • Lost property, • Toilets • Clubrooms set-up-restricted area for tournament officials only • First Aid, and Hospital / doctors locations • Dressing rooms/padlocks • Umpires rooms/padlocks
Tournament Secretary	<ul style="list-style-type: none"> • Programmes • Tournament T-shirts • Ground crew and scoreboard attendants • Game Coin Toss • Score Board • NZS Promotions Table • Fax machine/paper • Photocopier/paper • Game Balls • Sunscreen tent • Smokefree sponsored t-shirts • Clubrooms cleaning • Eftpos • Tournament Officials Lunches
Tournament Chief Umpire and Scorer	for Tournament officials (playing rules and conditions, Ground Rules etc) Q & A Session for tournament officials
Address from SNZ Representative	
Conclude managers meeting	
STR - return schedules	Collect return schedules. Check eligibility on any updated return schedules

PRIZE GIVING CEREMONY: AGENDA

Host President opens ceremony	
Introduces Officials Party	<ul style="list-style-type: none"> • Tournament Controller • Tournament Secretary • Chief Scorer • Chief Umpire • Statistician • Tournament Selector • First Aid Attendant • Board members who are present • Life members who are present • SNZ Board members who are present • SNZ Representative
Tournament Controller thanks	<ul style="list-style-type: none"> • Local Sponsors • Shop operators • First Aid Attendant • Scoreboard attendants • Ground Crew • Teams and supporters
Chief Scorer to announce any achievements by Scorers	
Chief Umpire to announce any achievements by umpires	
Host President to award trophies and announce placings	
SNZ Representative to announce Individual Awards	<ul style="list-style-type: none"> • Fielder • Batter • RBI's • Pitcher • MVP
Tournament Selector- Names Tournament Team (Rest Team if applicable)	

Certificate of Appreciation

This certificate is awarded to _____

In recognition of your valuable contribution as a Softball Volunteer to:

Signed _____

Date _____

Title



Volunteers don't necessarily have the time, they just have the heart!