

TIPS FOR A SUCCESSFUL VIP HOSPITALITY AT THE MEMORIAL TOURNAMENT

Please review the document to ensure that your guests have an easy and hassle-free check-in process.

Hospitality passes and Hospitality Program Guide:

- **Complete the hospitality passes for your guests prior to distribution.**
Fill them in by hand, or simply stick a label with the required information on each guest's pass.
- **Distribute hospitality passes to your guests prior to the tournament.**
Each guest **must** have a hospitality pass to enter the Hospitality House, including children over seven years of age. Hospitality passes are not distributed during the tournament.
- **Share the enclosed Hospitality Program Guide.**
This document is included in your packet for easy photocopying and can also be downloaded from ExperienceColumbus.com/Hospitality.

Designate one individual each day to act as an on-site point person for your staff and guests.

- This person should be responsible for:
 - Maintaining your daily guest list
 - Coordinating distribution of extra hospitality passes for guests or staff members who may have forgotten to bring them
 - Keeping a cell phone handy – there are no public phones available at the Hospitality House

Encourage your staff members who are hosting guests to **wear logo clothing** to make your organization visible.

Remember that hospitality passes DO NOT include PGA tickets. PGA tickets must be obtained from The Memorial Tournament directly at 614-889-6700.

If your organization is providing PGA tickets to your guests (but not participating in the Concierge Service):

- Have a point person on site responsible for distributing and collecting your guests' PGA tickets each day.
- Identify your PGA tickets by placing your organization name and phone number on them.
- There is no Will Call; this is a service provided for Concierge Service users.

If you do not have someone on-site to manage your PGA ticket distribution, services are available from the Experience Columbus Concierge Service. Contact Carol Allarding at CAllarding@ExperienceColumbus.com or 614-222-6128 by May 11 to sign up.