

# WOOLWORTHS BALLKIDS PROGRAM AT THE WTC 2017

TRAINING GUIDE



**GET  
COURT  
UP**

# BALLKID OPERATIONS

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# BALLKID OPERATIONS

## SECTION 1 – ROLE OF THE BALLKID

### OFF COURT ROLES & RESPONSIBILITIES

While the Ballkids have a number of roles and responsibilities on the court, there are several areas they need to prepare for prior to getting there.

#### Meals and Hydration

- Maintain energy for the duration of time on court by eating correctly and hydrating with water.
- Ballkids are required to eat an appropriate meal prior to arriving for their shift i.e. breakfast, lunch or dinner.
- Ballkids should drink one litre (1L) of water prior to arriving on site at the tennis and at least 500mL after every on court session.

#### Uniform and Sun Cream

- Ballkids must be in full uniform while on site.
- The Ballkids uniform is to be worn with pride and be in impeccable condition.
- Ballkids should apply sun cream regularly throughout the day.

#### Illness and / or injury

- Ballkids must stay at home if they become unwell during the tournament or training to avoid the possibility of the illness spreading to other Ballkids
- Ballkids who become unwell or suffer an injury should remove themselves from the court ideally at the change of ends. They must stay by the court until a staff member comes to collect them.
- If you are feeling unwell or suffer an injury on court and cannot wait until the change of ends, then you should remove yourself from the court in the first break in play.

#### Sign in and briefing

- Ballkids must sign in at least 15 minutes prior to their scheduled start time for the day.

#### Reporting to court

- Ballkids must report to court at least 10 minutes prior to their scheduled on court start time.
- When all Ballkids are assembled, they will change with the current on court squad as soon as the players sit down to change ends.

# BALLKID OPERATIONS

## ON COURT ROLES & RESPONSIBILITIES

Ballkids collect tennis balls and return them to the players for serve. They also assist players in between points and at the change of ends with services such as providing towels, collecting drinks, racquet restringing and taking away any rubbish.

A Ballkid that can perform his or her duties without attracting attention has performed a great job.

### Marching On

- Before entering the court, line up in order of 2 Base Ballkids (that have to travel the furthest), 2 Net Ballkids and the final 2 Base Ballkids
- The new squad will instigate the change by marching on straight away, reducing the rotation time.
- Enter the court in one line, with hands behind back holding your drink bottle.
- Walk in a straight line around the outside of the court, or for net kids, they may cross the court at the net so as to position themselves beneath the chair umpire.

### Marching Off

- When a squad has finished their shift on court and you notice the new squad marching on, march off in the reverse in which you came on.
- Walk in a straight line off of the court, walking around the outside of the court.

### Communication

- Regular communication occurs and is important throughout a match between Net and Base Ballkids
- Net Ballkids must look at each Base Ballkid at the end of each and every point
- Base Ballkids must hold their hands out by their side for a maximum of 5 seconds to show where all the tennis balls are on the court
- Always listen to any direction from the chair umpire

### Ball changes

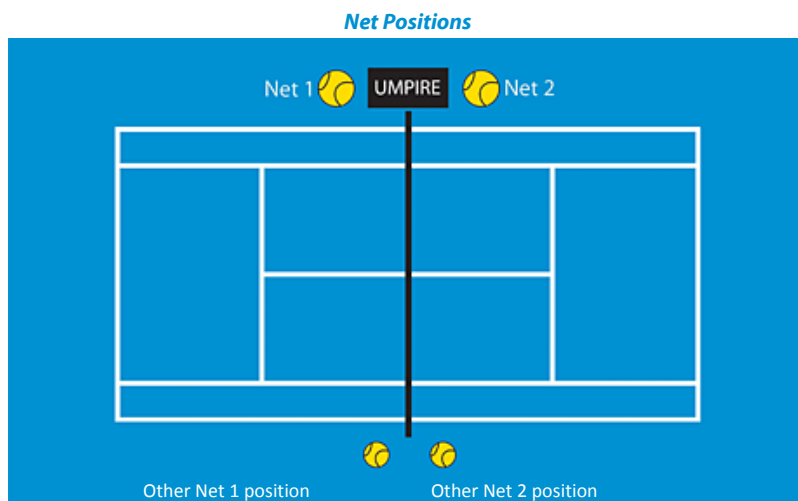
- Ball changes (new balls) occur after the first 7 games, then every 9 games thereafter
- Know the score and be ready for the chair umpire's direction for "new balls"
- All Ballkids need to react quickly to collect the used balls and distribute the new balls
- The linesperson will assist you
- Always listen to any direction from the chair umpire

# BALLKID OPERATIONS

## NET BALLKID ROLES & RESPONSIBILITIES

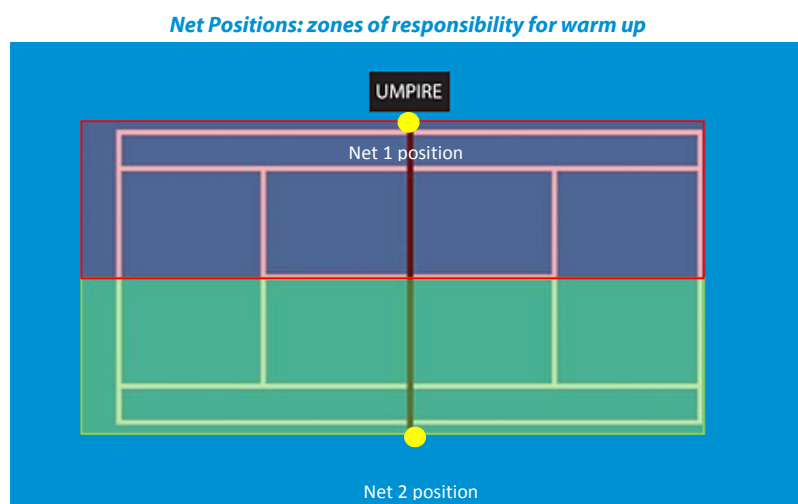
'Net' Ballkids are located on both sides of the net (see diagram below); these ballkids will move across the court at various intervals throughout the match, collecting and retrieving balls and distributing them to the base Ballkids as required.

In many respects, the net Ballkids are also responsible for the overall management of the distribution of balls around the court. A net Ballkid who is 'switched on' should be able to tell you where all 6 balls are located at any given time.



## RETRIVEING BALLS AT THE NET

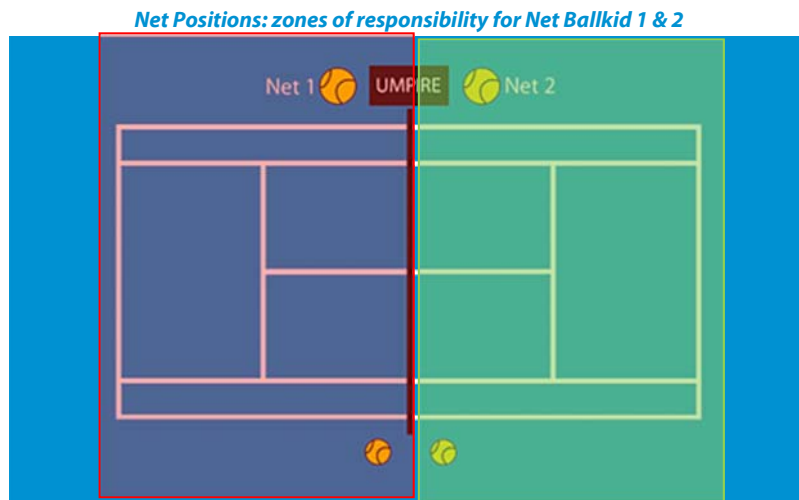
- During the *warm up*, net Ballkids should only collect balls once the players have a break in hitting; they should then either service the player after collecting them or roll them evenly to each end of the court
- Ballkids should stand at the net post on opposite sides for easy collection of loose balls



# BALLKID OPERATIONS

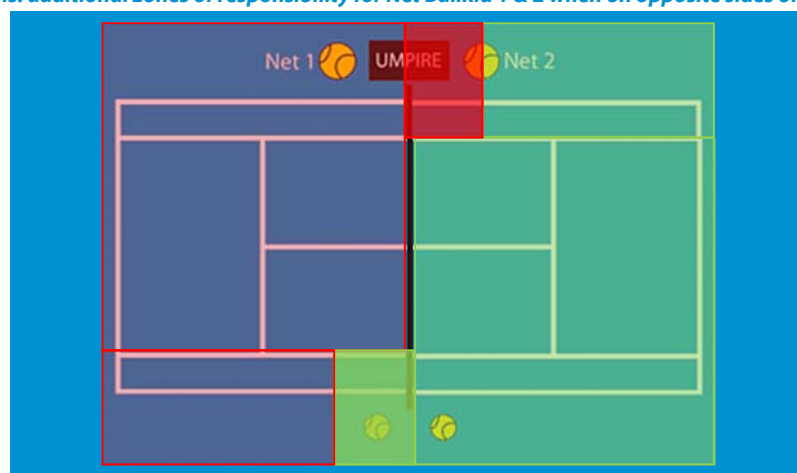
A Net Ballkid is required to collect any loose balls after a first service fault, a service let, and at the end of each and every point. The balls are to be collected quickly and efficiently.

- During *match play*, net Ballkids should collect the ball that hits the net and remain on their half of the court (see diagram below).



- They should collect any ball that is hit into the net or is classed as 'dead' (after 2 bounces) in a fast and efficient manner
- They should sprint to the nearest net post and resume position, running with light feet. Sometimes they may run to the base position if that is closer or quicker.
- Net Ballkids should always run in a forward direction, never backwards, even after collecting a ball
- They should also ensure that tennis balls are collected from the receivers end and rolled to the servers end as soon as possible.
- Net Ballkids should kneel without moving or stand (depending on position & court\*) tall, straight and motionless with hands behind your back and feet a shoulder width apart.
- If the ball is very close to the Net Ballkids current position, but is on the other half of the court (over the singles sideline and approximately 1m the net), then a Net Ballkid may collect it. *This is only when Net Ballkids are on the opposite sides of the court and if quicker to do so.*

**Net Positions: additional zones of responsibility for Net Ballkid 1 & 2 when on opposite sides of the court**



# BALLKID OPERATIONS

- If the other Net Ballkid is occupied servicing a player, collecting another ball or ends up re-positioning next to a Base Ballkid, Net Ballkids may need to assist covering both sides of the net.

*\*When on the same side of the court as the Chair Umpire, net Ballkids should stand to the side of the chair. When on the opposite of side court, they should either kneel or stand. Net Ballkids should kneel when they are on the broadcast courts in order to ensure that they are out of the line of sight of the broadcast cameras.*

## ROLLING AT THE NET

Performance of rolling the tennis balls is weighted highly for assessments as a Ballkid. When at the net, Ballkids should ensure that their roles are;

- Rolls are to be the correct speed for the situation, flat, accurate and consistent
- Before rolling any balls, Net Ballkids should quickly glance at the player to ensure they are not after the ball – *always service the player first*
- Net Ballkids are to roll balls to the serving end at the end of each and every point
- Net Ballkids roll balls that they have before receiving additional balls
- Net Ballkids collect balls from receiving end and roll balls immediately to the serving end
- Never roll a ball between 1<sup>st</sup> and 2<sup>nd</sup> services
- If a player is in the path of their roll, Net Ballkids need to wait until the player is safely out of the way before rolling the ball
- Net Ballkids should not drag their feet when rolling
- The back foot should not be dragged along the ground
- Net Ballkids are to slow rolls down if the baseliner is servicing the player. This is good team work!

*For more information on Rolling, please see Section 5 – Ballkid Skills/Rolling*

## SERVICING THE PLAYER AT THE NET

Net Ballkids are also required to service the player at change of ends (when players sit for a break) by assisting with drinks, racquets, and ice, towels and rubbish disposal.

- If player requests ball from Net Ballkid, they should service in full position (like Base Ballkids)
  - Service position: *throwing arm straight up against their ear with one ball held in that hand and the other balls, usually two, held in their other hand that is held out from their body below their hip*
- During the change of ends, Net Ballkids are required to act on player requests including;
  - Drinks and food
  - Umbrella adjustment (seek help from Linesperson / Court Services if difficult)
  - Towels
  - Rubbish collection
- Each Net Ballkids is responsible for one player each (the one that sits on their half of the court)
- Net Ballkids must stand on the singles sideline and look in the direction of the player; they should be between 50cm to 1m away from the net.
- When the player leaves the chair, Net Ballkids should clean up any loose items or rubbish and place in bin quickly before play resumes

*For more information on Servicing, please see Section 5 – Ballkid Skills/Servicing*

# BALLKID OPERATIONS

## COMMUNICATION AT THE NET

- The use of non-verbal and verbal communication is important to ensure that the court operates as best as it can.
- Net Ballkids should look to the Base Ballkids so they know where to collect balls from and roll them quickly from end to end
- Net Ballkids should visually communicate at the end of each and every point by nodding their head discreetly to indicate that they have seen the balls that the Base Ballkids are presenting
- Visual communication is very important during a tiebreak and Net Ballkids will need to check with the number of balls with the other Net Ballkid
- Net Ballkids should evenly distribute the balls to ensure there are a similar amount of balls with each baseliner.
- Always listen to any direction from the chair umpire

## OTHER KEY POINTS

- Net Ballkids should always know the score as this will determine which end the balls need to be rolled to
- Net Ballkids should communicate regularly with Base Ballkids at the end of each and every point
  - They should look to how many balls the Base Ballkids are holding (servers end)
  - They should look to how many balls the Base Ballkids are holding (receivers end)
  - They should use regular, small and discreet nods of acknowledgement
- Net Ballkids should know where they are receiving balls from and where they are rolling them to in between *each and every point*
- Net Ballkids should also listen and act on player and chair umpire requests

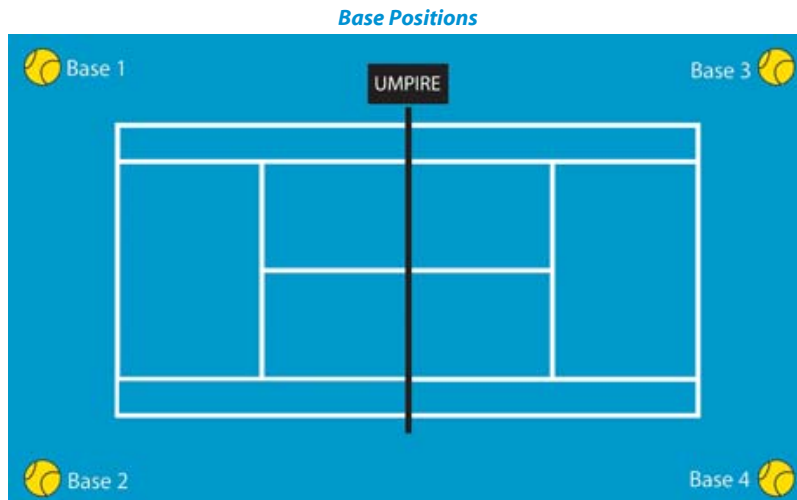


# BALLKID OPERATIONS

## BASE BALLKID ROLES & RESPONSIBILITIES

'Base' Ballkids are located on either end of the court, in each corner (see diagram below); these ballkids will move across the baseline at various intervals throughout the match in order to either service the player (with balls, towels or both) and to retrieve Ballkids.

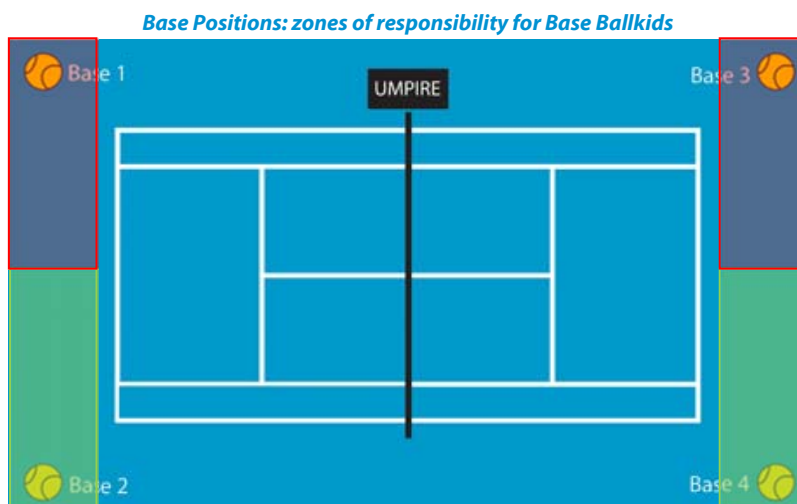
Each Ballkids squad will contain 4 Base Ballkids.



## RETRIVEING BALLS AT THE BASE

A Base Ballkid is required to collect any loose balls that end up at the back of the court after a first service fault, a service let, and at the end of each and every point. The balls are to be collected quickly and efficiently.

- Base Ballkids must service the player with the tennis balls or towels as requested
- At the end of a point, Base Ballkids should collect the ball that is at the rear of the court. In most cases the Net Ballkid will collect the loose ball but they will need to collect these in their allocated zone
- Base Ballkids must be sure to remember to service the *player first* before they collect any loose balls or roll balls from the receivers end



- Base Ballkids must not lean on the fence behind them or any other item (signage) on court.

# BALLKID OPERATIONS

- They should stand tall, straight and motionless with hands behind their back and feet a shoulder width apart.
- Base Ballkids must always know the score as this will determine which end the balls need to be rolled
- Base Ballkids must communicate regularly with Net Ballkids at the end of each and every point
- Base Ballkids must listen and act on player and chair umpire requests
- Base Ballkids should know and be able to anticipate player requests
- Always run in a forward direction, never backwards, even after collecting a ball

## ROLLING AT THE BASE

Performance of rolling the tennis balls is weighted highly for assessments as a Ballkid. When at the base, Ballkids should ensure that their roles are;

- Rolls are to be the correct speed for the situation, flat, accurate and consistent
- Rolls highlight exceptional Ballkids
- Base Ballkids should expect balls from the net to the serving end after each and every point
- Base Ballkids should be ready for Net Ballkids to roll balls at a slower speed while they are servicing the player (service the player first and then collect the balls being rolled to you)
- Base Ballkids at receiving end need to wait for Net Ballkids to roll balls to the serving end before rolling the balls to the net.
- You must not drag your feet when rolling
- Never roll a ball between 1<sup>st</sup> and 2<sup>nd</sup> services
- The back foot should not be dragged along the ground
- Know the score and be ready to roll balls to net

*For more information on Rolling, please see Section 5 – Ballkid Skills*

## SERVICING THE PLAYER AT THE BASE

At the end of each and every point in the match, the Base Ballkid must service the player by throwing tennis balls to them on request or bringing the towel to them.

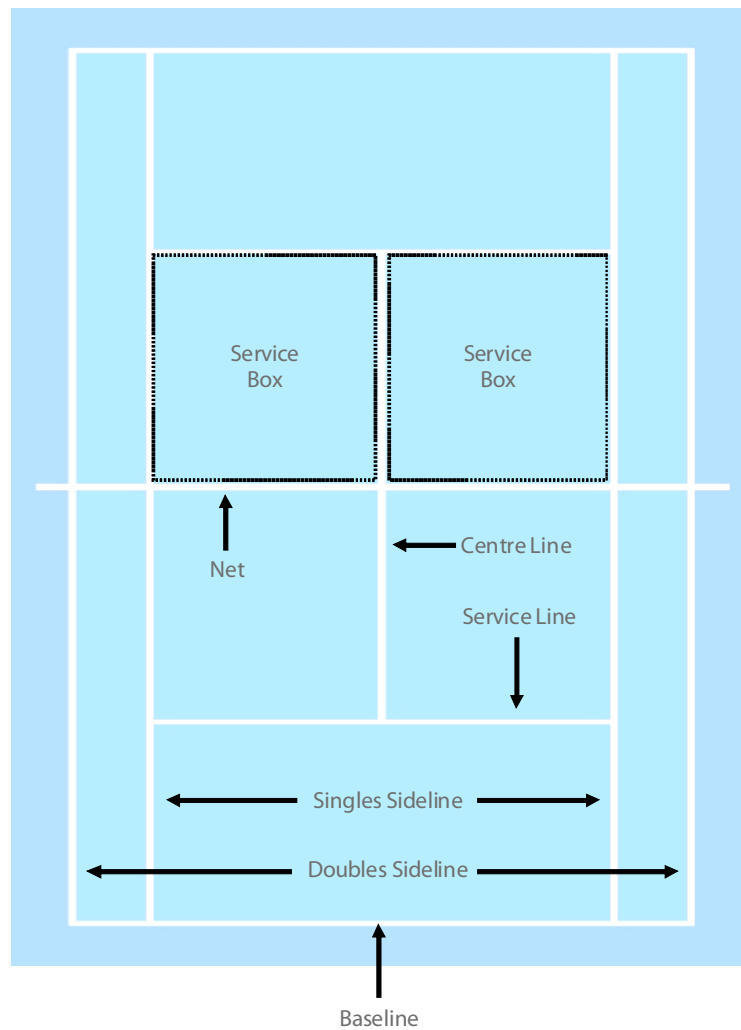
- At the end of each and every point at the:
  - *Servers End*
    - Base Ballkids should hold the balls in full view of the player in the service position
    - If the Base Ballkids has no tennis balls, then they hold their hands out in front and to the side, showing the player
    - Base Ballkids need to be alert to quickly collect the towel for the player if requested
    - Base Ballkids should collect any loose balls after servicing the player or when they shift their attention away
  - *Receivers End*
    - Base Ballkids should hold their hands out in front and to the side, showing the Net Ballkids how many balls they have
    - When the Net Ballkid is ready to receive the balls, Base Ballkids should roll them quickly to the net
- Base Ballkids must always service the player first (towel and/or ball), then collect any loose balls or roll the balls to the Net Ballkid.
- Base Ballkids should ignore any rolled balls from Net Ballkids until the player has been serviced and shifts their attention away from them.

# BALLKID OPERATIONS

- Base Ballkids should throw the ball to the player as soon as they indicate they would like one. This could be a nod, a look or they may point.
- When throwing the ball to the player, the throw must:
  - Be from the hand in the raised position (replace with each spare ball after throw)
  - Bounce once
  - Be soft and accurate
  - Allow player to collect the ball without any adjustment to their movement
  - When being received by the player, the upward bounce of the ball should allow the player to collect the ball at their hip height
- Base Ballkids should then continue servicing the player until they no longer require balls or the Ballkid has run out
- When the Base Ballkid has finished servicing, they should;
  - Place their hands out in front of body to show the Net Ballkids how many balls they have, even if none
  - Place their hands behind back once acknowledged by net kid or within 3-5 seconds
- If a Base Ballkid does not have a ball to service the player, they should;
  - Hold out both hands in front and below the hips to indicate this (the same way they communicate to the Net Ballkids); *then*
  - When the player shifts their attention away, collect any balls that have not been collected at their end and present immediately, in service position, to the player; *or*
  - Base Ballkids must always have the player towel upon request
- At the *change of ends* and when a point finishes, Base Ballkids should collect the towel from the player and have balls ready for the server
- At the *change of ends*, Base Ballkids must return the towel to player (when they are moving towards the player seating), trying to reach them before they get to the service line.

# BALLKID OPERATIONS

## THE TENNIS COURT



## MATCH FORMAT

### AUSTRALIAN OPEN

Match Format	Number of sets played
Men's singles	Best of five tie break sets
Women's singles	Best of three tie break sets
Men's doubles	Best of three tie break sets
Women's doubles	Best of three tie break sets
Mixed doubles	Best of two sets (2 tie break sets, 3 <sup>rd</sup> set match tie break)

*\*\*6 tennis balls on court for each match*

# BALLKID OPERATIONS

## MATCH SCENARIOS

### REGULAR SET PLAY

During regular set play, the transition of balls from one end to the other is dictated by the score and whether the players change ends.

- All Ballkids must ensure swift interchange of balls to different ends of the court between games.
- When a player is getting close to winning a game, all Ballkids must be thinking about where the balls need to go once the game concludes.
- All Ballkids are responsible for the movement of balls at the end of each game.
- If unsure, the Net Ballkids can check with the chair umpire about which end the balls should go to for the start of the game.
- There are two ways in which you can remember the pattern of where the balls go:
  - *Are the PLAYERS changing ends?*
    - When the players change ends, the balls stay at the same end
    - When the players stay at the same end, the balls change ends
  - *What is the SCORE?*
    - If the total games in the set add up to be an even number, then the balls change ends
    - If the total games in the set add up to be an odd number, then the balls stay at the same end
    - At the end of a set the same rules apply even though the players will sit down for a break, except in a tie break.
      - If the total games in the set add up to be an even number, then the balls change ends e.g. 6-0, 6-2, 6-4, 7-5
      - If the total games in the set add up to be an odd number, then the balls stay at the same end e.g. 6-1, 6-3
      - If the set is a tie break, check with the chair umpire for the next servers end.

### TIE BREAKS

During a tie break, the transition of balls from one end to the other is rapid due to the regular change of server. Unlike regular set play, the players change serve regularly after the first point is played in a tie break and then after every two points until the set has been won.

- All Ballkids must ensure swift interchange of balls to different ends of the court throughout a tie break.
- Net Ballkids must always be holding two balls during the tie break points. When there is a change of server, Net Ballkids must roll balls in their possession before collecting other balls.
- Base Ballkids need to be alert to the change of server and ensure that balls are rolled to the Net Ballkids as soon as possible.
- Base Ballkids at the receivers end should not be holding any balls.
- As the server alternates every two points, sometimes a player may request the balls from a Net Ballkid. In this case, the Net Ballkid should service the player with the same service technique as Base Ballkids.
- At the completion of all tie breaks, the Net Ballkids should check with the chair umpire about which end the balls should go to for the start of the next set.
- NOTE there are a two ways in which you can remember the tie break pattern of serve:
  - *Tie break serving pattern of 1-2-2-1*
    - The first player will serve once (1)
    - The second player will serve twice (2)
    - The first player will serve twice (2)

# BALLKID OPERATIONS

- The second player will serve once (1)
- *Players change ends every 6 points played (1+2+2+1)*
- When the players change ends, so do the balls
- The second player will start the pattern (having their second serve) and this alternates at each change of ends
- *Odd and Even total points*
  - If the total points of the tie break add up to be an odd number, then a change of server will occur and the balls need to be rolled to the other end.
  - If the total points of the tie break add up to be an even number, then the server will remain the same
  - *Players change ends every 6 points played (6, 12, 18, etc.).*
  - When the players change ends, so do the balls even though the tie break points add to be an even number.
- Tiebreakers are played at different times depending on the match format being played. It is important for all Ballkid volunteers to keep score and listen to the chair umpire to know when these tiebreakers occur.

# BALLKID OPERATIONS

## TENNIS SCORING

It is important that Ballkids understand tennis scoring to perform their duties most effectively on court. The Ballkids have a different understanding of scoring and the following information will be helpful in providing more confidence and a chance to refresh existing knowledge.

*The server's score will always be called first in tennis.*

## GAME SCORING

- 🟡 Zero point = Love
- 🟡 1<sup>st</sup> point = 15
- 🟡 2<sup>nd</sup> point = 30
- 🟡 3<sup>rd</sup> point = 40
- 🟡 4<sup>th</sup> point = Game
- 🟡 *For example, if both players have won 3 points, the score is 40-40, known as "Deuce"*
- 🟡 To win the game at deuce, one player (team in doubles) need to win 2 consecutive points
  - After the 1<sup>st</sup> point is won, the score is "Advantage" to the player (team) who won that point.
  - If the same player (team) wins the next point, "Game" is awarded. However, if the other player (team) wins the next point, the score goes back to "Deuce".
  - This continues until a player (team) win two (2) consecutive points.

## TIE BREAKS

A tie break will occur when both players (teams) are tied at six (6) games all (6-6)

- 🟡 During a tie break, points are scored "Zero", "1", "2", "3", etc.
- 🟡 The first player (team) to win 7 points, with a minimum 2 point advantage, wins the "Game" and "Set"
- 🟡 *For example, a tie break point score of 7-2 or 7-5 will result in the set being awarded to the winning player (team). As the players (teams) were tied at 6-6, the tie break game is awarded to make the final set score 7-6.*
- 🟡 If the player does not have a minimum 2 point advantage when they reach 7 points, they continue to play until there is a margin of 2 points.
- 🟡 *For example, a tie break point score of 7-6 will continue until there is a 2 point margin. This may result in a tie break point score of 8-6 or 17-15 for example, which will result in the set being awarded to the winning player (team). As the players (teams) were tied at six (6) games all (6-6), the tie break game is awarded to make the final set score 7-6.*
- 🟡 The players will change ends after every 6 points during a tie break









## MATCH TIE BREAK SCORING (AUSTRALIAN OPEN)

- 🟡 A Match Tie Break will only apply to the Mixed Doubles event
- 🟡 A match tie break will occur as a modified third set when both doubles teams are tied at one (1) set all (one (1) set each)
- 🟡 The match tie break will start immediately in the 3<sup>rd</sup> set as it replaces the standard game scoring
- 🟡 The first team to win 10 points, with a minimum 2 point advantage, wins the "Set" and "Match"
- 🟡 All other rules apply as in a standard tie break

# BALLKID OPERATIONS

## SECTION 2 – BALLKID SKILLS






### ROLLING

FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>✔ Hold the ball loosely in your finger tips</li> <li>✔ <i>Note: Avoid squeezing the ball too tightly</i></li> <li>✔ Start moving up the court toward your target</li> <li>✔ <i>Note: Take small steps to avoid moving too far up the court</i></li> <li>✔ Take your rolling arm straight back</li> </ul>
		<ul style="list-style-type: none"> <li>✔ Point your front foot toward the target</li> <li>✔ Lower your back knee toward the ground</li> </ul>
		<ul style="list-style-type: none"> <li>✔ Swing your arm through keeping it straight</li> <li>✔ Lower your back knee towards the ground</li> <li>✔ Keep your head over the ball</li> <li>✔ Release the ball in line with your front foot</li> <li>✔ <i>Note: Releasing the ball too early will bounce it into the ground behind your front foot</i></li> <li>✔ <i>Note: Releasing the ball too late will launch it into the air</i></li> </ul>
		<ul style="list-style-type: none"> <li>✔ Release the ball toward the target</li> <li>✔ Let your arm follow through directly toward the target and upward</li> <li>✔ Take the next ball from your other hand and repeat</li> </ul>









# BALLKID OPERATIONS

## SERVICING THE PLAYER (BALLS)



FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"><li>● Start in position.</li><li>● <i>Note: You face the player when servicing them</i></li></ul>
		<ul style="list-style-type: none"><li>● Start to bring your throwing arm upwards from the side of your knee. Keep this arm straight. Your other arm starts to come out to present the balls you are holding.</li></ul>
		<ul style="list-style-type: none"><li>● Bring your throwing arm straight up. You should feel this arm against your ear and your elbow should be straight with no bend. Wait for the player to signal for a ball.</li></ul>

# BALLKID OPERATIONS

FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>● Lower the ball behind your shoulder so that your elbow points toward the player.</li> </ul>
		<ul style="list-style-type: none"> <li>● In a relaxed motion, extend your arm out toward the player.</li> </ul>
		<ul style="list-style-type: none"> <li>● Release the ball. Take another ball from your other hand and repeat.</li> <li>● <i>Note: The ball should bounce in well in front of the player so after bouncing it rises to their hip. It should not land at the toes of the player or bounce twice in reaching them.</i></li> </ul>

# BALLKID OPERATIONS

## SERVICING THE PLAYER (TOWELS)





FRONT VIEW	DESCRIPTION
	<ul style="list-style-type: none"><li>● Start in position waiting for the player to signal for the towel.</li></ul>
	<ul style="list-style-type: none"><li>● Collect the towel quickly for the player (player requests are always your first priority).</li></ul>
	<ul style="list-style-type: none"><li>● Present the towel out in front of you so it is easy for the player to collect</li></ul>

# BALLKID OPERATIONS

FRONT VIEW	DESCRIPTION
	<ul style="list-style-type: none"><li>● Wait with your hands behind your back and follow the player while they are using the towel.</li><li>● Maintain a distance of 1 – 1 ½ metres so that you are ready to take back the towel without being too close to the player.</li></ul>
	<ul style="list-style-type: none"><li>● Collect the towel when the player has finished.</li></ul>
	<ul style="list-style-type: none"><li>● Return the towel quickly behind the ball guard. Ensure the towel is not covering any sponsor signage or in view of the players. Then return to your regular base position.</li></ul>









# BALLKID OPERATIONS

## SERVICING THE PLAYER (TOWELS & BALLS)

FRONT VIEW	DESCRIPTION
	<ul style="list-style-type: none"> <li>● Start in position waiting for the player to signal for the towel</li> <li>● Collect the towel quickly for the player <i>Note: player requests are always your first priority</i></li> <li>● Present the towel out in front of you so it is easy for the player to collect</li> </ul>
	<ul style="list-style-type: none"> <li>● Wait with your hands behind your back and follow the player while they are using the towel</li> <li>● Maintain a distance of 1 – 1 ½ metres so that you are ready to take back the towel without being too close to the player</li> </ul>
	<ul style="list-style-type: none"> <li>● Place the balls on the player racquet when they have finishing with their towel <i>Note: Not all players like the balls put on their racquet so you may need to service them differently</i></li> <li>● <i>Note: You should watch for any habits or preferences for every player</i></li> <li>● Sometimes you will take the towel at the same time as placing the balls</li> </ul>
	<ul style="list-style-type: none"> <li>● Collect the towel when the player has finished</li> <li>● Return the towel quickly behind the ball guard</li> <li>● Ensure the towel is not covering any sponsor signage or in view of the players</li> <li>● Return to your regular base position</li> </ul>







# BALLKID OPERATIONS

## RECEIVING BALLS





FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>● Start in position</li> <li>● Be aware of the balls that the Net Ballkids will be rolling to you</li> </ul>
		<ul style="list-style-type: none"> <li>● Keep your legs a shoulder width apart</li> <li>● Bend the knees slightly to help with side movement</li> <li>● Bend down with your head over the line of the ball</li> <li>● Extend your fingers open and outward making a cup to scoop up the ball</li> </ul>
		<ul style="list-style-type: none"> <li>● Collect the ball and rise up with your knees slightly bent</li> <li>● Follow Step 2 if there are more balls being rolled to you</li> <li>● Once you collect your last ball stand upright</li> </ul>
		<ul style="list-style-type: none"> <li>● Communicate the balls</li> <li>● Place your hands behind your back as shown in Step 1</li> </ul>

# BALLKID OPERATIONS

## SERVICING THE PLAYER & THEN RECEIVING BALLS

FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>● Start in position waiting for the player to signal for the ball.</li> </ul>
		<ul style="list-style-type: none"> <li>● Remain focussed on the player even when the balls are being rolled to you. If the ball being rolled is close enough, trap it with your foot lightly.</li> <li>● <i>Note: When trapping or stopping the ball do not stand on it or squash the ball.</i></li> </ul>
		<ul style="list-style-type: none"> <li>● Service the player when they indicate they want a ball.</li> <li>○ <i>Note: Always service the player first</i></li> </ul>

# BALLKID OPERATIONS

FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"><li>● After servicing the player, pick up the other ball.</li></ul>
		<ul style="list-style-type: none"><li>● Return quickly into service position and wait for the player to indicate if they want another ball.</li></ul>






# BALLKID OPERATIONS

## RECEIVING BALLS & THEN SERVICING THE PLAYER

FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>● Start in position and be aware of balls being rolled to you</li> <li>● Keep your legs a shoulder width apart</li> <li>● Bend the knees slightly to help with side movement</li> <li>● Bend down with your head over the line of the ball</li> <li>● Extend your fingers open and out to scoop up the ball</li> </ul>
		<ul style="list-style-type: none"> <li>● Take 1 ball in your throwing arm</li> <li>● Turn your body to face the player</li> <li>● Stand up and while rising start to separate your arms</li> <li>● Raise your throwing arm close to your knee keeping it straight</li> </ul>
		<ul style="list-style-type: none"> <li>● Keep raising your throwing arm keeping it straight</li> <li>● Position your other arm out in front and just below your hips, showing the other balls to the player</li> </ul>
		<ul style="list-style-type: none"> <li>● Raise your throwing arm keeping it straight so it touches your ear</li> <li>● Wait for the player then service them with the ball</li> </ul>

# BALLKID OPERATIONS

## COMMUNICATION (PRESENTING THE BALLS)

FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>● Start in position</li> <li>● Once the point finishes, you are ready to communicate the balls</li> </ul>
		<ul style="list-style-type: none"> <li>● Place both hands out in front of you</li> <li>● Both hands should be just below your hip height</li> <li>● Hold the balls in front for 5 seconds or until the Net Ballkid sees you (whichever comes first)</li> <li>● Nod your head when the Net Ballkids acknowledges you</li> </ul>
		<ul style="list-style-type: none"> <li>● Return to start position</li> <li>● <i>Note: You must communicate the balls you hold to the Net Ballkids after each and every point so they can deliver balls to you to service the player or move to your side of the court so you can role the balls to them</i></li> <li>● <i>Note: Even if you have no balls in hand you must still communicate this</i></li> </ul>

# BALLKID OPERATIONS

## RETRIEVAL OF TENNIS BALLS - BASE

FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>● Start in position</li> </ul>
		<ul style="list-style-type: none"> <li>● When the point finishes (the ball bounces twice) run as fast as possible towards it</li> <li>● Ensure the player or linesperson is not in your path</li> <li>●</li> </ul>
		<ul style="list-style-type: none"> <li>● Collect the ball quickly with one or two hands</li> <li>● Remain balanced by keeping your head over the ball upon collection</li> </ul>
		<ul style="list-style-type: none"> <li>● Once you have collected the ball, sprint back into position</li> <li>● <i>Note: you should always run forwards and not backwards</i></li> </ul>

# BALLKID OPERATIONS




FRONT VIEW	SIDE VIEW	DESCRIPTION
		<ul style="list-style-type: none"> <li>When you are back in position communicate the balls to the net person</li> <li><i>Note: If the point is over, you may need to roll the balls to the net AO2012 Ballkid or if you are at the server's end you may need to service the player</i></li> </ul>
		<ul style="list-style-type: none"> <li>Return to start position once you have either communicated the balls, rolled then to the net or serviced the player</li> </ul>

# BALLKID OPERATIONS

## SERVICING THE PLAYER (TOWELS & BALLS)

FRONT VIEW	DESCRIPTION
	<ul style="list-style-type: none"> <li>● Start in position</li> <li>● <i>Note:</i> On most courts you will be in standing position, however on the Show Courts, you will need to start 'kneeling' when opposite the chair umpire. This is so the photographers can take photos of the players in action.</li> </ul>
	<ul style="list-style-type: none"> <li>● Wait for the ball to hit the net and bounce back on the same side of the court</li> <li>● Sprint from your starting position to the ball</li> <li>● When collecting, remain balanced keeping your head over the ball</li> <li>● <i>Note:</i> if the ball hits the net on one side and bounces on the other side of the net, the point is 'live' until it bounces a second time</li> </ul>
	<ul style="list-style-type: none"> <li>● Run back to your position and prepare to roll the balls to the serving end</li> <li>● <i>Note:</i> when you collect the ball you should know which base Ballkid you are going to roll to as they would have communicated to you earlier. Ensure you are aware of this as you may need to cross the net again and roll the ball to the other base Ballkid</li> </ul>
	<ul style="list-style-type: none"> <li>● Roll the balls quickly down to the serving end</li> <li>● <i>Note:</i> if the base Ballkid is servicing the player, ensure that you slow your rolls down slightly</li> </ul>

# BALLKID OPERATIONS

FRONT VIEW	DESCRIPTION
	<ul style="list-style-type: none"><li>● Roll all balls down to the servers end</li><li>● <i>Note: sometimes you may have to roll one ball to one base Ballkid then cross the net and roll the other balls to the other base Ballkid</i></li></ul>
	<ul style="list-style-type: none"><li>● Sprint back into position</li><li>● <i>Note: always run forwards, never run backwards. This ensures you can see everything in front of you and you will be less likely to trip.</i></li></ul>
	<ul style="list-style-type: none"><li>● Return to your starting position</li><li>● <i>Note: This is the time you need to look to all base Ballkids to see where all the balls are on the court. Knowing this helps you plan who to receive balls from and who you will roll them to</i></li></ul>

## TENNIS WORDS AND BALLKID TIPS

- Singles – a match comprising of 2 players competing against each other (players)
  - *Ballkid Tip – Baseliners must stand to the outside of the singles sideline and to the outside of the linesperson, standing on the mat provided.*
- Doubles – a match comprising of 4 players competing against each other in pairs (teams)
  - *Ballkid Tip - Baseliners must stand to the outside of the doubles sideline and to the outside of the linesperson, standing on the mat provided.*
- Server – the player (team member) who starts the point by hitting the ball into play
  - *Ballkid Tip – all the balls need to be at the server's end of the court. After each and every point is finished, the balls need to be rolled to that end.*
- Receiver – the player (team) who is waiting for the Server to hit the ball and start the point
  - *Ballkid Tip – all the balls need to be at the server's end of the court. After each and every point is finished, the balls need to be rolled to that end.*
- *The players (teams) will stand on opposite sides of the net*
- Fault – the server has 2 chances to hit the ball (known as a serve) into the service box to start the point. If the server misses the service box, "fault" is called. The server has 1 remaining chance to hit the ball in the service box with a miss resulting in a second "fault" being called and the point lost.
  - *Ballkid Tip – when a "fault" is called after the first serve, you must collect the loose ball before the next serve can be hit. Do not roll the ball after the first serve.*
- Let – if the server hits the ball and the ball touches the net and lands in the correct service box, "let" is called. The server will replay that serve again.
  - *Ballkid Tip – when a "let" is called after the first serve, you must collect the loose ball before the next serve can be hit. Do not roll the ball after the first serve.*
- Foot Fault – if the server touches the line before serving (hitting the ball with racquet), "foot fault" will be called.
  - *Ballkid Tip – when a "fault" is called after the first serve, you must collect the loose ball before the next serve can be hit. Do not roll the ball after the first serve.*
- Rally – is a sequence of shots (hits) of the ball between the players (teams)
  - *Ballkid Tip – when a rally is occurring, Ballkids must stay perfectly still and in position, watching the ball with eye and head movement only.*
- Out – when a player hits the ball outside of the lines that mark the court boundary, "out" is called
  - *Ballkid Tip – when a ball is called "out" the point is finished and you must quickly collect the ball and roll it to the server's end.*
- Point – a score within a game. A player (team) needs to win 4 points to win a game.
  - *Ballkid Tip – know the score so you can be ready to roll the balls back to the correct server's end.*

- Game – a score within a set. A player (team) needs to win 6 games to win a set, with a minimum 2 game advantage. *For example, 6-4, 6-1, and sometimes 7-5. If players are tied at 6-6, a tie-break will be played.*
- *Ballkid Tip – if the game is won remember the two rules:*
  - *When the players change ends, the balls do not!*
  - *When the players do not change ends, the balls do!*
- Tie Break – a modified game that determines which player (team) wins the set.
- *Ballkid Tip – the net kids should always hold one ball during a tie break. As the player to serve changes regularly, this helps service the player quickly.*
- Set – a score within a match. Men’s Singles players need to win 3 sets to win the match as they play Best of 5 Set matches. All other competitors need to win 2 sets to win the match as they play Best of 3 Set matches. Some doubles matches play Best of 2 Set matches with a Match Tie Break if each player (team) has won 1 set each. *For example, a player (team) in the Men’s Singles event may win a match 3 sets to 1 set, in which the score could be 6-4, 4-6, 7-5, 6-2.*
- *Ballkid Tip – at the end of the set the net kids may need to check with the Chair Umpire to see which end the balls need to be rolled.*
- Match Tie Break – a modified third (3<sup>rd</sup>) set that determines which player (team) wins the match.
- *Ballkid Tip – the net kids should always hold one ball during a match tie break. As the player to serve changes regularly, this helps service the player quickly.*

See the “Glossary of Tennis Terms” at the end of this handbook for more tennis words and terms



## TENNIS SCORING

- The server's score will always be called first in tennis
- Game scoring
  - Zero point = Love
  - 1<sup>st</sup> point = 15
  - 2<sup>nd</sup> point = 30
  - 3<sup>rd</sup> point = 40
  - 4<sup>th</sup> point = Game
  - *For example, if the server has won 2 points and the receiver has won 1 point, the score is "30-15". If the server has won zero points and the receiver has won 3 points, the score is "0-40" announced by the Chair Umpire as "Love 40".*
  - If both players have won 3 points, the score is 40-40, known as "Deuce"
  - To win the game at deuce, one player (team) will need to win 2 consecutive points
    - After the 1<sup>st</sup> point is won, the score is "Advantage" to the player (team) who won that point.
    - If the same player (team) wins the next point, "Game" is awarded. However, if the other player (team) wins the next point, the score goes back to "Deuce".
  - *Ballkid Tip – know the score so when the game is won you can follow the two rules:*
    - *When the players change ends, the balls do not!*
    - *When the players do not change ends, the balls do!*
- Tie break scoring
  - A tie break will occur when both players (teams) are tied at 6-6
  - During a tie break, points are scored "Zero", "1", "2", "3", etc.
  - The first player (team) to win 7 points, with a minimum 2 point advantage, wins the "Game" and "Set"
  - *For example, a tie break score of 7-2 or 7-5 will result in the set being awarded to the winning player (team). As the players (teams) were tied at 6-6, the tie break game is awarded to make the final set score 7-6.*
  - If the player does not have a minimum 2 point advantage when they reach 7 points, they continue to play until there is a margin of 2 points.
  - *For example, a tie break score of 7-6 will continue until there is a 2 point margin. This may result in a tie break score of 8-6 or 17-15 for example, which will result in the set being awarded to the winning player (team). As the players (teams) were tied at 6-6, the tie break game is awarded to make the final set score 7-6.*
  - The players will change ends after every 6 points during a tie break
  - *Ballkid Tip – the net kids should always hold one ball during a tie break. The tie break serving pattern will be 1-2-2-1*
    - *The 1<sup>st</sup> player will serve once (1)*
    - *The 2<sup>nd</sup> player will serve twice (2)*
    - *The 1<sup>st</sup> player will serve twice (2)*
    - *The 2<sup>nd</sup> player will serve once (1)*
    - *After this pattern is finished, the player will change ends and you will repeat the pattern, 1-2-2-1, until a player wins the set. When they change ends, the 2<sup>nd</sup> player will start the pattern and alternates at each change of ends.*
- Match tie break scoring

- A Match Tie Break will only apply to the Mixed Doubles, Boys Doubles and Girls Doubles events
- A match tie break will occur as a modified third set when both doubles teams are tied at one (1) set all (one (1) set each)
- The match tie break will start immediately in the 3<sup>rd</sup> set as it replaces the standard game scoring
- During a match tie break, points are scored “Zero”, “1”, “2”, “3”, etc.
- The first team to win 10 points, with a minimum 2 point advantage, wins the “Set” and “Match”
- If the player does not have a minimum 2 point advantage when they reach 7 points, they continue to play until there is a margin of 2 points
- The players will change ends after every 6 points during a tie break
- *Ballkid Tip – the net kids should always hold one ball during a match tie break. The match tie break serving pattern will be 1-2-2-1, as in a regular tie break.*

MATCH TYPE	NUMBER OF SETS PLAYED	GAMES WHEN TIE BREAK STARTS	WHEN A TIE BREAK IS PLAYED
Men’s Singles	Best of five (5) sets	Six games all (6-6)	First four (4) sets
Women’s Singles	Best of three (3) sets Six games all (6-6)	Six games all (6-6)	First two (2) sets
Men’s Doubles	Best of three (3) sets Six games all (6-6)	Six games all (6-6)	First two (2) sets
Women’s Doubles	Best of three (3) sets Six games all (6-6)	Six games all (6-6)	First two (2) sets
Mixed Doubles	Best of two (2) sets	Six games all (6-6)	First two (2) sets Third (3 <sup>rd</sup> ) set is a Match Tie Break
Wheelchair Singles	Best of three (3) sets Six games all (6-6)	Six games all (6-6)	First two (2) sets
Wheelchair Doubles	Best of three (3) sets Six games all (6-6)	Six games all (6-6)	First two (2) sets
Boys Singles	Best of three (3) sets	Six games all (6-6)	First two (2) sets
Girls Singles	Best of three (3) sets	Six games all (6-6)	First two (2) sets
Boys Doubles	Best of two (2) sets	Six games all (6-6)	First two (2) sets Third (3 <sup>rd</sup> ) set is a Match Tie Break
Girls Doubles	Best of two (2) sets	Six games all (6-6)	First two (2) sets Third (3 <sup>rd</sup> ) set is a Match Tie Break
Legends*	Best of two (2) sets	Six games all (6-6)	First two (2) sets Third (3 <sup>rd</sup> ) set is a Match Tie Break

\*Match format is subject to change

## GLOSSARY TENNIS OF TERMS\*

**Ace:** A serve that the returner doesn't even touch with the racquet. An ace wins the point immediately for the server.

**Lob:** A shot that you hit with any stroke high and deep into your opponent's court. You typically use a lob to get the ball past an opponent when they are standing at the net.

**Backhand:** The side of your body that you perform fewer tasks on. For example, if you're right-handed, your backhand side is the left side of your body.

**Net post:** The two very hard metal posts that hold up the net. (You'll find out exactly how hard they are if you ever run into one.) If your shot hits one of the net posts during play and bounces in your opponent's court, the shot is good.

**Baseline:** The line, parallel to the net, which defines the outer-most edge of the court.

**Overhead:** A shot you hit over your head during play, either on the fly, or after the ball bounces. The overhead is also known as a smash.

**Centre line:** The line in the direct centre of the baseline. You must stand to either side of the baseline when you serve.

**Passing shot:** A forehand or backhand you hit past an opponent when they are standing at the net.

**Drop shot:** A very soft shot hit just barely over the net. You hit drop shots to get your opponent up to the net.

**Seed:** A player's rank in a tournament.

**Foot fault:** You commit a foot fault when your foot touches the baseline or centre line during your serve. You automatically lose the service attempt when you foot fault.

**Serve:** A stroke, made from over your head, which you use to start each point.

**Forehand:** The side of your body that you perform most tasks on. For example, if you're right-handed, the right side of your body is your forehand side.

**Sideline:** The lines on the court, perpendicular to the net, which define the widest margins of the court.

**Grand Slam:** Winning the Australian Open, French Open, Wimbledon and U.S. Open all in one year.

**Spin:** Hitting the ball in such a way that when it bounces, it does some funny things that your opponent doesn't expect.

**Grip:** The way you hold your racquet. You can choose from three standard grips in tennis: the eastern, continental, and western grips.

**Volley:** A shot that you hit before the ball bounces, usually at the net.

**Groundstrokes:** Your basic forehand and backhand strokes.

\* Reference: McEnroe, P. and Bodo, P.: "Essential Tennis Terms to Know", at <http://www.dummies.com/how-to/content/tennis-for-dummies-cheat-sheet.html>