



# The Canal at Delacour

## Golf Club

**Do you love to play golf?** Join our Volunteer Team at The Canal at Delacour Golf Club in exchange for golfing privileges. (position runs through the golf season from mid April - mid October)

**Starter Position:** (working 1-2 afternoon shifts per week in exchange for golf privileges) - 2 positions available

- Follow all the employment policies and procedures as laid out in the golf course employment handbook
- Greet members and guests in front of the pro-shop as they arrive and direct them into the pro-shop if they need to pay for fees.
- Use the intercom in the starter shack when required to notify groups that they are next on the tee.
- Provide a complete starter speech to each group
- Ensure all golf course policies are enforced in your area
- Records data on the starter sheet for Players Assistants and pro-shop use
- Monitor pace of play with the assistance of the Players Assistants
- Create a professional friendly environment outside \* Ensure that the level of cleanliness and safety of the starter area is maintained at all times
- Communicate with the pro-shop of guest's status and other information.
- Assist other team member duties as deemed necessary. (Pro-shop and back shop) Ensure that guest are greeted immediately and addressed by their name whenever possible, upon entering the starting area.
- Ensure that our guests are assisted with all their needs while in your area.
- Ensure start times stay on schedule \* Ensure that our guests meet the proper dress code
- Ensure pull carts are tidy and free of garbage
- Ensure that complaints are dealt with in a pleasant manner and recorded for your supervisors
- Record and document any safety hazards or other important situations and report them to your supervisor daily
- Anticipate any problems or situations and take action before they become a problem
- Use the guidance of the management team for daily duties and direction, or any problems that you are unable to solve yourself

- Attend all department meetings

**Player Assistant Position:** (working 1-2 morning or afternoon shifts per week in exchange for golf privileges) - 4 positions available

- Follow all the employment policies and procedures in the golf course employment handbook
- Maintain Pace of Play to 4 hours and 15 minutes or less
- Track Pace of Play of all groups on the golf course.
- Provide on course guest service
- Enforce on course rules and regulations
- Create a professional friendly environment on the golf course
- Maintain a clean and organized golf course
- Communicate with the starter and the pro-shop of guest's status and other information.
- Assist other team member duties as deemed necessary. (pro-shop, starter and back shop)
- Ensure that our guests are equally cared regardless of their needs
- Ensure that all inquiries and requests are met efficiently and professionally
- Ensure that complaints are dealt with in a pleasant manner and recorded for your supervisors
- Record and document any safety hazards or other important situations and report them to your supervisor daily
- Anticipate any problems or situations on the golf course and take action before they become a problem
- Use the assistance of the Starter to record start times and calculate speed of play for all groups
- Use the guidance of the management team for daily duties and direction, or any problems that you are unable to solve yourself
- Attend all department meetings