



**Position Title:** Golf Shop Supervisor

**Department:** Golf Operations

**Reports To:** Head Golf Professional (or their designate)

## Company Overview

Stone Creek Resorts Inc. is a premier hospitality and leisure management company dedicated to delivering exceptional experiences through world-class facilities and personalized service. Our resorts, nestled in some of the most picturesque locations, offer a harmonious blend of luxury, comfort, and natural beauty. We pride ourselves on our commitment to unparalleled quality, creating an environment where every guest can relax, rejuvenate, and create lasting memories.

Owned by Stone Creek Resorts Inc., Silvertip Resort is a premier golf destination set in breathtaking natural surroundings. At Silvertip Resort, and across all our properties, our defining feature is our dedication to providing an extraordinary guest experience. Our commitment to exceptional service, encapsulated in our **SERVICE BEYOND** philosophy, distinguishes us from our competitors and ensures that every interaction is memorable.

## Mission Statement

At Stone Creek Resorts Inc., our mission is to provide a superior resort experience characterized by outstanding service, luxurious amenities, and an unwavering commitment to excellence. We strive to exceed our guests' expectations and create lasting memories through our dedication to quality and attention to detail.

## Core Values

- **Caring:** Our actions demonstrate that we CARE for our natural environment, our guests, our community and our people.
- **Integrity:** We demonstrate INTEGRITY and earn respect through honest and ethical actions.
- **Excellence:** We promote EXCELLENCE in all that we do.
- **Team Spirit:** We are a TEAM of passionate individuals dedicated to achieving a shared vision while having fun.
- **Financial Responsibility:** We practice FINANCIAL RESPONSIBILITY to build the long-term success of Stone Creek Resorts.
- **Safety:** We promote and practice SAFETY in everything we do to protect our natural environment, our guests, our community and our people.



## Commitment to Service

Our dedicated team of hospitality professionals is committed to providing personalized and attentive service, ensuring that every guest feels valued and well-cared-for. From the moment guests arrive until their departure, our staff is focused on delivering an exceptional experience that reflects our commitment to excellence.

## Community Engagement

Stone Creek Resorts Inc. is deeply invested in the communities where we operate. We engage in local initiatives, support charitable causes, and foster relationships with local businesses to contribute positively to the areas we serve.

## Key Responsibilities:

- Oversee and support the golf shop team to ensure smooth daily operations.
- Provide training, coaching, and mentoring to golf shop staff, fostering a collaborative and service-oriented work environment.
- Assign tasks and monitor team performance to ensure alignment with service standards.
- Deliver exceptional guest service by assisting with merchandise inquiries, equipment rentals, and tee time bookings.
- Address guest concerns or complaints promptly and professionally, escalating to management when necessary.
- Promote and sell golf equipment, apparel, and accessories by understanding customer needs and providing knowledgeable recommendations.
- Implement visual merchandising standards to create an attractive and organized shop layout.
- Plan and execute promotions, seasonal displays, and special events to drive sales and customer engagement.
- Monitor inventory levels and coordinate with the Head Golf Professional to ensure adequate stock.



- Conduct regular inventory counts and assist in placing orders for merchandise and supplies.
- Track and report on inventory performance to identify trends and optimize product offerings.
- Ensure the golf shop is clean, organized, and well-maintained, reflecting the standards of the Silvertip Resort.
- Oversee cash handling procedures, ensuring accurate processing of transactions and adherence to company policies.
- Manage rentals of golf clubs and carts, ensuring equipment is in excellent condition and accounted for.
- Coordinate with the golf operations team to align shop activities with overall resort goals and guest experiences.
- Support tournaments, events, and other special initiatives that involve the golf shop.
- Provide feedback and suggestions for improvements to enhance efficiency and guest satisfaction.
- Document and report any incidents or accidents that occur, ensuring that proper follow-up procedures are followed.