



THE ELS CLUB

TROON GOLF®

Guest Services Attendant

- I. **Department:** Golf Operations
- II. **Reports to:** GSA Team Leader, Golf Operations Manager, Director of Operations or Other Department Managers.
- III. **General Purpose:**
 - Creates a positive experience by assisting guests and members with outside services. Controls the initial pace of play by directing players to the first tee in an orderly fashion and in conjunction with their scheduled tee time.
- IV. **Essential Duties:**
 - ◆ Assists with the overall upkeep of the clubhouse, cart storage area and parking lot.
 - ◆ Assists in the setup and execution of golf tournaments and outings.
 - ◆ Provides sincere and courteous service to all guests with items such as bag handling and club cleaning.
 - ◆ Maintains the cart staging area in a neat and orderly fashion, including the podium and bag drop area.
 - ◆ Maintains the cart barn area in a neat, clean and orderly condition.
 - ◆ Prepares golf carts for play following the standards of Troon Golf.
 - ◆ Assists in educating players regarding course policy, current cart policy, speed of play and so forth.
 - ◆ Assists players by changing their golf spikes, if needed.
 - ◆ Performs range maintenance such as: presenting practice facility with practice balls, bag stands, den caddies and/or ball pyramids, and maintains ball inventory over the course of the day.
 - ◆ Maintains accurate records of golfers renting clubs.
 - ◆ Services the customer who is renting golf clubs and cleans rental clubs upon return.
 - ◆ Assists with food and beverage activities.
 - ◆ Cleans golfers clubs upon completion of play.
 - ◆ Greets members and guests promptly and courteously upon their arrival.
 - ◆ Works closely with the Golf Shop Associates to verify tee times and confirm that players have paid the appropriate fees.
 - ◆ Cues groups to move to the first tee. Ensures that no more than one group is on the tee at any one time.

- ◆ Spaces play to avoid on course delays. Ensures players begin their round on time, not ahead or behind.
- ◆ Maintains proper spacing on the golf course to avoid delays.
- ◆ Completes the Starter's worksheet for each group and documents player counts. Records weather conditions and keep worksheets up to date and completed.
- ◆ Communicates with the Golf Shop associates regarding speed of play and any possible delays.
- ◆ Distributes scorecards, extra pencils and any information or assistance the players may need.
- ◆ Answers questions and provides assistance to the guests.
- ◆ Assists other Golf associates in maintaining a clean work area and professional looking appearance.
- ◆ Provides direction and information regarding property's facilities.
- ◆ Starts players on the first tee explaining the rules of play for the day.
- ◆ Maintains an accurate starting sheet so the whereabouts of players are known.
- ◆ Tours the golf course assisting players when needed to maintain the posted pace of play for the day.
- ◆ Checks the restrooms and water stations on a regular schedule.
- ◆ Completes the golfer tracking report on a daily basis.
- ◆ Reminds players of the cart rules of the day.
- ◆ Repairs ball marks and collects any trash that may be on the course. Replaces any hazard stakes or directional signage.
- ◆ Monitors the course and ensure customer satisfaction. Assists golfers when needed.
- ◆ Establishes and follows a sound preventative maintenance program to ensure long battery and cart life.
- ◆ Keeps carts clean by washing, scrubbing and dusting dirt from carts regularly.
- ◆ Reports all problem situations to the immediate superior in a timely manner.
- ◆ Maintains flexibility to take on new and different tasks as directed by the Department Manager.
- ◆ Incorporates safe work practices in job performance.
- ◆ Attends staff meetings.
- ◆ Regular and reliable attendance.
- ◆ Performs other duties as required.

- V. **Education/Experience:** High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- VI. **Language Skills:** May be required: to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; to write routine reports and correspondence; to speak effectively before groups of customers or associates of the organization.
- VII. **Mathematical Skills:** May be required: to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- VIII. **Reasoning Ability:** May be required: to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; to deal with problems involving several concrete variables in standardized situations.

- IX. **Physical Demands:** Frequently stands, walks; uses hands to finger, handle, or feel; reaches with hands and arms; talks and hears. Occasionally sits, climbs, balances, stoops, kneels, crouches, crawls, tastes and smells. Occasionally lifts up to 50 to 75 pounds.
- X. **Vision Requirements:** Regularly uses close, distance, color, and peripheral vision as well as depth perception. Ability to adjust focus.
- XI. **Environment/Noise:** Frequently works in outdoor weather conditions. Noise level is moderate.
- XII. **Certificates/Licenses:** Valid Driver's License.
- XIII. **Job Knowledge, Skill, and Ability Preferences**
- ◆ Ability to read and speak English / Bahasa Malaysia may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English / Bahasa Malaysia speaking customers or co-workers, the manuals for the equipment the associates may use are in English).

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.

