



## **Back Shop Attendant**

### **SCOPE AND GENERAL PURPOSE OF THE JOB:**

To ensure the smooth and efficient operation of the Back shop, Club Storage, Power Carts, Pull Carts and Driving Range. We expect you to exceed our guests' expectations and achieving maximum employment satisfaction while adhering to the standard of the Canal at Delacour Golf Club.

Our goal is to create an environment where every guest that visits The Canal at Delacour will have an exceptional golfing experience. The back shop attendant is responsible for the guest's satisfaction while he/she is at the driving range, club storage area, back shop area and/or if they are taking a power cart or pull cart.

The highest level of professionalism is expected from our Back Shop attendants.

**Reports to:** Golf Professionals, Outside Services managers, and Pro-shop shift leaders

### **GENERAL DUTIES:**

- Follow all the employment policies and procedures as laid out in the golf course employment handbook
- Provide a clean and functional power cart fleet
- Provide clean, functional and organized pull carts
- Provide our customers with a great driving range experience.
- Provide a club storage service where all clubs are safe and are cleaned daily.
- Provide clean and organized rental clubs and service
- Create a professional friendly environment outside
- Maintain equipment and keep back shop area clean and tidy.
- Assist other team member duties as deemed necessary. (Pro-shop)
- Ensure that our guests are equally cared for 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 then to your supervisor daily
- Anticipate any problems or situations in the pro shop and take action before they become a problem
- Use the guidance of the Golf Professionals, Outside Services managers and Pro-shop shift leaders for daily duties and direction, or any problems that you are unable to solve yourself
- Attend all department meetings

## **TITLE: Back Shop Attendant**

**STATUS: Seasonal (Full-time and Part-time positions available)**

**DURATION: April – October (dependent on weather)**

**RENUMERATION: \$15 per hour based on experience**

### **JOB DESCRIPTION:**

The back shop attendant will be responsible for but not limited to power carts, driving range, pull carts, club storage, rental clubs and providing customer service to our members and guests. Answering directly to the outside services manager, golf professionals and pro-shop shift leaders, these individuals will be responsible for providing outside guest service. The key role of back shop attendant is to ensure that the guest achieves maximal satisfaction from their experience.

### **QUALIFICATIONS:**

- Good customer service qualities (friendly, happy, outgoing)
- Hard working and dependable
- Good knowledge of the game of golf.
- Strong verbal communications skills.

### **ACADEMIC REQUIREMENTS:**

- High school diploma or equivalent.
- High school students welcome

### **ADDITIONAL REQUIREMENTS:**

- Ability to perform in a strong team environment.
- Guest service oriented.
- Dedicated, motivated, and enthusiastic.
- Punctual and reliable
- Courteous and friendly

### **BENEFITS:**

- 25% Discount on pro-shop merchandise (soft goods)
- 50% off 1 meal per shift
- Golfing privileges (1 day booking privileges)