



## Players Assistant

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

To ensure the smooth and efficient operation of the golf course in terms of speed of play and golf course rules and regulations. 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 Players Assistant is responsible for the guest's satisfaction while he/she is on the golf course

The highest level of professionalism is expected from our Players Assistant

**Reports to:** Golf Professionals, Outside Services manager and the Pro-shop managers

### **GENERAL DUTIES:**

- Follow all the employment policies and procedures in the golf course employment handbook
- Maintain Pace of Play
- Track Pace of Play
- 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 then to your supervisor daily
- Anticipate any problems or situations in the pro shop 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 Golf Professionals and Pro-shop Managers for daily duties and direction, or any problems that you are unable to solve yourself
- Attend all department meetings

# **TITLE: Players Assistant**

**STATUS: Seasonal**

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

**RENUMERATION: Golf privileges**

## **JOB DESCRIPTION:**

The Players Assistant will be responsible for but not limited to ensuring speed of play is being maintained and on course and professional friendly guest service is provided. Answering directly to the Golf Professionals, the Outside Services managers and the Pro Shop Managers, these individuals will be responsible for providing outside guest service. The key role of the Players Assistant is to ensure that the guest achieves maximal satisfaction from their experience.

## **QUALIFICATIONS:**

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

## **ACADEMIC REQUIREMENTS:**

- High school diploma or equivalent.

## **ADDITIONAL REQUIREMENTS:**

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

## **BENEFITS:**

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