



Pro-shop Attendant

SCOPE AND GENERAL PURPOSE OF THE JOB:

To ensure the smooth and efficient operation of the Pro-shop. 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 golf experience. The Pro-shop Attendant is responsible for the guest's satisfaction while he/she is in the pro-shop.

The highest level of professionalism is expected from our Pro-shop attendants.

Reports to: Golf Professionals, Outside Service Managers and Pro-shop shift leaders

GENERAL DUTIES:

- Follow all the employment policies and procedures in the golf course employment handbook
- Take Tee times reservations
- Check-in tee times and Collect fees.
- Answer phones, direct calls, and answer customer questions professionally
- Sell products in the pro-shop
- Rent equipment as required by customers – Power carts, pull carts, Rental clubs
- Sign out Demo equipment when requested by members and customers
- Create a professional friendly environment in the pro-shop
- Work with Pro Shop Manager to ensure proper rotation of inventory and display.
- Communicate with the starter of guest's status and other information.
- Assist other team member duties as deemed necessary. (Outside services)
- Assist with general office work as required.
- Maintain a clean, tidy, safe and organized work environment
- Ensure that guest are greeted immediately and addressed by their name whenever possible, upon entering the pro shop
- Ensure that our guests are assisted with all their needs while in the pro shop
- Ensure that our guests meet the proper dress code
- 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 and Pro-shop Managers for daily duties and direction, or any problems that you are unable to solve yourself
- Attend all department meetings

TITLE: Pro Shop Attendant

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

DURATION: April – October (dependent on weather)

RENUMERATION: \$15 per hour

JOB DESCRIPTION:

The pro-shop attendant will be responsible for but not limited to taking tee time reservations, checking in golfers, answering phones, and providing sales service in the pro-shop. Answering directly to the golf professional

and Pro-shop shift leaders, these individuals will be responsible for addressing all guests' needs during their visit as well as daily operations of the retail shop. The key role of the pro-shop attendant is to ensure that the guest achieves maximal satisfaction from their pro-shop experience.

QUALIFICATIONS:

- Experience in sporting goods sales or apparel sale's is an asset.
- Experience in money transactions.
- Good knowledge of the game of golf.
- Strong verbal and written 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
- Courteous and Friendly

BENEFITS:

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