



Starter

SCOPE AND GENERAL PURPOSE OF THE JOB:

To ensure the smooth and efficient operation of the Starter Shack and the starting experience. 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 Starter is responsible for the guest's satisfaction while he/she is ready to start their round of golf.

The highest level of professionalism is expected from our Starters.

Reports to: Golf Professionals and the Pro-shop managers

GENERAL DUTIES:

- Follow all the employment policies and procedures as laid out in the golf course employment handbook
- Call members and guests to the first tee using the intercom in the starter shack
- Provide a complete starter speech to each group
- Ensure all golf course policies are enforced in your area
- Records data on the starter sheet for Players Assistants and pro-shop use.
- Monitor pace of play with the assistance of the Players Assistants
- Create a professional friendly environment outside
- Ensure that the level of cleanliness and safety of the starter area is maintained at all times
- Communicate with the pro-shop of guest's status and other information.
- Assist other team member duties as deemed necessary. (Pro-shop and back shop)
- Ensure that guest are greeted immediately and addressed by their name whenever possible, upon entering the starting area.
- Ensure that our guests are assisted with all their needs while in your area.
- Ensure start times stay on schedule
- Ensure that our guests meet the proper dress code
- 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 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: Starter

STATUS: Seasonal

DURATION: April – October (dependent on weather)

RENUMERATION: Golf privileges

JOB DESCRIPTION:

The Starter will be responsible for but not limited to providing a system where all groups start their round on time and all customers are aware of the golf course rules and regulations. Answering directly to the Director of Operations and Golf Professional, these individuals will be responsible for providing outside guest service. The key role of the starter personnel 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.

BENEFITS:

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