



OUTSIDE SERVICES

Job Title: Guest Services
Reports To: Head Golf Professional
Revised Date: April 2015

POPPY HILLS GOLF COURSE JOB DESCRIPTION

Department: Golf Operations
Exempt Status: Non-exempt

SUMMARY

Present a professional and positive image of the organization while attending to the needs of our golfing guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

These duties and responsibilities are not meant to cover every job requirement and may be changed from time to time.

- Always represent Poppy Hills in a professional manner using tact, diplomacy and courtesy when interacting with guests.
- Greeting guests (smiling, waving, thanking, opening doors)
- Respecting fellow employees
- Attitude, Awareness, Appearance
- Provide guests with golf cars by:
 - Maintaining an ample amount of "ready" golf cars
 - Loading guests equipment onto golf cars
 - Preparing a golf car release form
 - Instructing guest on the operation of golf cars
 - Instructing guests of current policies, i.e. "Cars remain on paths"
- Continuously maintain golf car/loading area by:
 - Attending to litter/garbage in the golf car/loading area
 - Maintaining an organized and clean greeting station
- Continuously maintains golf cars by:
 - Washing golf cars when returned daily
 - Detail golf cars all golf cars monthly
 - Removing litter/garbage from the golf cars daily
 - Marking faulty golf cars for repair by mechanic
- Maintain the practice range for guest use by:
 - Continuously picking the range for golf balls
 - Checking for balls embedded in the turf
 - Checking rough areas for errant balls
 - Aligning movable markers/ropes
 - Aligning golf bag holders
 - Replacing divots, sand and seed
 - Collecting range baskets
 - Refill the range machine with good balls only
 - Attend to litter on the driving range
- Be in proper uniform
- Ensure that working areas are neat and clean at all times
- Clock into work on time
- Responsible for taking breaks and lunches on time
- Use initiative to find tasks when not attending to guests, i.e. organizing and cleaning work areas.

- Support safe work habits and a safe working environment at all times
- Monitor pace of play with assistance from the professional staff. Assist groups with getting back into position if they fall behind (racking bunkers, ball spotting, etc.)
- Attend all mandatory staff meetings
- Additional duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Preferred high school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to communicate effectively with guests, management, vendors/suppliers, the general public and other employees of the Company.

COMPUTER/BUSINESS MACHINE SKILLS

Ability to access and manage an electronic tee sheet via laptop or tablet

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is continuously required to talk and hear. The employee is occasionally required to sit. The employee is frequently required to stand and walk. Specific vision abilities required by this job include close vision. The employee is occasionally required to lift up to 30 pounds above the waist. The employee is occasionally required to bend, stoop and twist.

WORK ENVIRONMENT

While performing the essential functions of this job the employee is rarely indoors in a controlled environment and will be outdoors in an uncontrolled environment and experiences a low to medium noise level in the work environment.