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SPHM
HOSPITALITY

GOLF OPERATION POLICIES



By: | Agustinus Agus Purwanto, SE MM



Series 200

Golf Operation Policies

Subject: Golf Shop Opening Procedures

G-201

- A. Policy. It is the policy of the Club to use standard procedures to open the Golf Shop.
- B. Procedures
 1. Arrive 30 minutes before scheduled opening time.
 2. Park in employee parking area, leaving choice spots for members and guests.
 3. Be alert for and pick up any trash as you walk in to the Golf Shop.
 4. Check with outside staff to ensure they are on duty and are in process of setting up the range and/or staging carts.
 5. Pick up completed Cart Barn Closing Checklist from the day before. Checklist should be in the file hanger on the wall of the cart set up area in the barn. Make quick visual note of condition of barn. Is it clean and neat, with floors swept? Were items on closing checklist completed satisfactorily the day before?
 6. Open Golf Shop door (door facing parking lot).
 7. Turn off the [Security System – Golf Shop].
 8. Turn on lights.
 - a. The switch for the hallway to the bathrooms is located next to the alarm panel.
 - b. All other light switches are in the corner of the Golf Shop behind the sales counter.
 9. Turn on the Point of Sale (POS) system. This includes the CPU, monitor, and report printer on the counter.
 10. Turn on the Handicap computer. Both the CPU and monitor are on the back counter at the handicap station.
 11. Check voice mail by dialing 0821 4586 2051 and entering the access code: #1234.
 12. Read and initial Golf Shop Log Book. Draw a line across page and enter new day, date, and person on duty.
 13. Turn on lights in Head Golf Professional's office.
 14. During winter months or cold weather, start the fireplace. Get the remote control from the sales counter, point it at the pine cone at the front left of the fireplace and click.

15. Turn on the TV using the remote control. Tune to the Golf Channel, CNN, ESPN, or the Weather Channel.
16. When the TV is not on, play Muzak background music. The controls for the Muzak system are located in the closet behind the Membership Director's office.
17. Check outside staff schedule to see who is on schedule for the day and to ensure that everyone who is supposed to be at work is there.
18. Check for events and activities in the red binder labeled "2000 Calendar." This book is on the shelf of the built-in fixtures behind the sales counter.
19. Review the tee sheet for the day.
20. Make two (2) copies of the tee sheet; one for the outside staff and one for the turn house staff.
21. Double-check the tee sheet for members playing that day whose bags are kept in club storage. Highlight their names on the copy of the tee sheet for the outside staff to ensure they know to get the bags out of storage and onto carts.
22. Answer phones as necessary. Take tee times.
23. Continue normal daily routine.

Subject: Golf Shop Closing Procedures

G-202

A. Policy. It is the policy of the Club to use standard procedures to close the Golf Shop.

B. Procedures

1. Close out Point of Sale (POS) system.
2. Count categorized golf rounds (color-coded on tee sheet as golfers checked-in).
3. Complete Daily Report of Golf Rounds, [SPHM Form 501]. Resolve any variances.
4. Process [Guest Registration Cards]:
 - a. Review cards filled out that day.
 - b. Make copies of any guests requesting information on membership. Send copies to the Membership Office.
 - c. File cards alphabetically in 4 x 6-card file.
 - d. Enter daily count of cards in Monthly Report of Guest Registration Cards – an Excel spreadsheet on the POS computer.
5. Turn off POS computer by:
 - a. Exiting POS program.
 - b. Pressing “Start” button (lower left-hand corner of screen). Select “Shut Down.”
6. Turn off Handicap computer by:
 - a. Backing up files.
 - (1) Insert back-up floppy disk in disk drive.
 - (2) Press “F10” to exit posting screen.
 - (3) Select “Handicap System” by double-clicking on icon.
 - (4) Select “Save Files to Back-up Disk.” Click “OK.”
 - b. Pressing “Start” button (lower left-hand corner of screen). Select “Shut Down.”

7. Call outside staff on radio and ask them to turn in radios for recharging. Recharge station is in the Assistant Professional's office.
8. When outside staff returns radios, check with them to ensure that they have final instructions, know how many carts are still out, and are aware of all their closing and cleaning responsibilities.
9. Vacuum Golf Shop carpet.
10. Dust fixtures and furniture as required or necessary.
11. Complete Golf Shop Closing Checklist, [SPHM Form 519]. Sign completed form and put on Head Golf Professional's desk
12. Make any necessary entries in the Golf Shop Log Book. Note closing time.
13. Turn off lights.
 - a. The switch for the hallway to the bathrooms is located next to the alarm panel.
 - b. All other light switches are in the corner of the Golf Shop behind the sales counter.
14. Set [Security System – Golf Shop].
15. Exit Golf Shop door (door facing parking lot).
16. Be alert for and pick up any trash as you walk to your car.
17. Have a good evening and thanks for your efforts today!

Subject: Golf Shop Cleaning Schedule

G-203

- A. Policy. It is the policy of the Club to establish a schedule to clean the Golf Shop.
- B. Cleaning Schedule and Responsibility
 - 1. Vacuum Golf Shop carpets – daily – Golf Shop staff.
 - 2. Dust Golf Shop furniture & fixtures – daily – Golf Shop staff.
 - 3. Windows on doors – daily – housekeeping staff.
 - 4. Windows – monthly – housekeeping staff.
 - 5. Change/clean entry mats (front and parking lot entry doors) – weekly – housekeeping staff.
 - 6. Polish coffee table – weekly – housekeeping staff.
 - 7. Wipe down chair/sofa upholstery with damp cloth – weekly – housekeeping staff.
 - 8. Sweep/blow front porch, front steps, sidewalk at parking lot entry, back patio – daily – cart attendant staff.
 - 9. Carpet shampoo – twice a year (February & August), or as needed – housekeeping staff.

Subject: Cart Barn Opening Procedures

G-204

- A. Policy. It is the policy of the Club to use standard procedures to open the Cart Barn.
- B. Procedures
 1. Arrive at work on time and in proper attire.
 2. Unlock and enter the door on the south side of the Cart Barn (single door facing the Golf Shop).
 3. Turn off the [Security System - Cart Barn].
 4. Turn on lights in cart storage area and cart supply and wash area (#1 and #2 on [Cart Barn – Cart Supply and Wash Area] diagram).
 5. Unlock door to bag storage area.
 6. Clock in using the time clock terminal in the bag storage area.
 7. Unlock and open barn doors.
 8. Go to Golf Shop and get a copy of the tee sheet for reference throughout the day.
 9. The 1st attendant on duty will begin to set up the [Practice Facilities].
 10. The 2nd attendant on duty will begin [Golf Cart Set-Up] and [Golf Cart Staging].
 11. During set-up and staging, the 2nd attendant will remain alert for any arriving members and guests. When serving members and guests, attendants will follow [Cart Attendant Procedures].
 12. Set up for [Ball Washer Operation].
 13. After initial set-up and staging of carts, attendants will perform [Cart Barn Cleaning Procedures] as time permits.
 14. At the end of their shift, attendants will wait until their relief has arrived. If the relieving staff does not arrive on time, check with the Golf Shop for instructions.
 15. Pass on any important information or instructions to the relieving attendants, i.e., beverage cart not running, carts on path, etc.
 16. Complete a Cart Barn Opening Checklist, [SPHM Form 512], and turn it in to the Golf Shop
 17. Prepare to meet and greet the first golfers of the day.

Subject: Cart Attendant Procedures

G-205

- A. Policy. It is the policy of the Club to establish standardized procedures for cart attendants.
- B. Discussion
 1. Cart attendants perform some of Club's most critical duties in that they serve the members and their guests directly and frequently.
 2. Because of this high level of member contact it is essential that cart attendant's duties be spelled out in detail.
 3. Further, the techniques and nuances of service are extremely important to this position. Manners, courtesy, tone of voice, body language, and hustle – all contribute to members' perceptions of our dedication to their needs and welfare.
- C. Duties
 1. Bring carts from Cart Barn to cart staging area outside Golf Shop.
 2. Remove bags from Bag Storage Room and load onto carts.
 3. Transport and stack range balls throughout the day as necessary.
 4. Operate range picker to retrieve range balls.
 5. Wash range balls daily.
 6. Remove bags from carts and return bags to assigned slot in Bag Storage Room.
 7. Return carts to barn; remove towels, pencils, score cards, tees, drink cans, etc., from carts and save reusable items; wash cart with pressure cleaner; park cart in barn and connect charger cable.
 8. Performs cart preventive maintenance checks as required.
 9. Report carts that are not in proper working order to Golf Professional on duty.
 10. Perform Cart Barn cleaning responsibilities on a daily basis.
 11. Detail carts as scheduled.
 12. Greet arriving members and guests, by name if possible, with upbeat good cheer.
 13. Take members' or guests' clubs out of cars and place them on golf carts.

14. Provide information to golfers, such as “carts on the path,” “beverage cart running or not running,” “pin placement location #,” etc.
15. Be knowledgeable about activities and functions, Club hours of operations, course yardage and rating, and other items of interest to members and guests.
16. Be continually alert for special needs of members and guests. Attempts to give extraordinary service at all times.
17. Be alert for and picks up trash, debris, or cigarette butts wherever they may be found.
18. Continually provide high levels of service to members and guests.

D. Service Techniques and Nuances

1. **Personal grooming and hygiene**
 - a. How you look and the pride you take in your hygiene says a lot about how you view your job and the respect you have for those you serve.
 - b. Clean and combed hair, clean and trimmed fingernails, fresh breath, clean shaven or neatly groomed facial hair – all contribute to members’ perceptions of your dedication to the job.
2. **Dress with pride**
 - a. How you wear your uniform also speaks to your pride.
 - b. Clothing/uniforms should be clean, fresh, and unwrinkled. Shoes should be clean and in good condition.
 - c. Bright, flamboyant clothing should be avoided. You are not the star of this operation – our members and guests are!
3. **Manners**
 - a. Good manners demonstrate respect for our members and guests.
 - b. Greet members by name. Hold you head up, look members in the eye, and give them a hearty greeting of good cheer.
 - c. Use words like, “Yes, Ma’am” and “Yes, Sir” when speaking to members and guests. Do not use slang words. Never refer to members and guests as “You guys.”
4. **Courtesy**
 - a. Thank members and guests when appropriate. Use the magic word “Please” when appropriate.

- b. When members or guests depart, wish them a “Good Day or Evening.”

5. Body language

- a. Do not lounge around where members may see you. If you sit in a cart waiting for members' arrival, do not slouch or put your feet up on the dashboard of the cart. Do not walk around with your hands in your pants pockets.
- b. Our members expect service from you. They don't expect to see you eating or drinking. Do not chew gum, eat mints, or chew on toothpicks where members can see you. These habits detract from the perception of high quality service.
- c. Do not sit on furniture and on porch steps. Do not lean against the building or railings of porches. Your relaxation is not something the members expect or want to see. Your supervisor will inform you of your break area where you may relax during breaks.

6. Tone of voice

- a. The manner in which you speak can greatly effect members' perceptions about your attitude and dedication.
- b. Your voice should always convey cheerful promptness and a willingness to do whatever you can to serve our members and guests.

7. Hustle

- a. Everybody knows the importance of hustle on a ball field or court. Coaches do not want to see their players dragging around.
- b. Hustle demonstrates a good attitude toward the task at hand. Show hustle for the members and they will appreciate your effort and attitude.

8. Care and security of members'/guests' equipment

- a. Clubs represent a major investment on the part of golfers.
- b. Treat every member's and guest's clubs as if they were your own. Do not throw them on the ground. Handle them gently. Exercise care when removing them from or placing in trunks of cars. Make sure they are properly strapped on to carts.
- c. If it begins to rain, make sure all clubs are out of the weather.
- d. Pay attention to members' and guests' clubs. Do not leave them lying around. Be alert for unknown people around the barn, cart staging area, and golfers' clubs.

9. Personal service

- a. Be prepared to perform personal services for members and guests, so long as it does not take you away from your principal duties for more than very brief periods.
- b. This may entail running over to someone's car to get something he or she forgot, getting a cup of water for a guest, taking a member's shoes back to the locker room, or any other similar assistance.

10. Special touches

- a. Always carry a cart towel with you to wipe off golfers' clubs or a damp cart seat.
- b. Keep spare tees, scorecards, and scoring pencils near at hand to offer to golfers who need them.
- c. When you are truly alert to service, opportunities will present themselves for you to provide other special touches.

E. Other Guidance

1. Members bringing food and beverage to the Club. Members and guests are not allowed to take their own coolers on the course, nor are they allowed to take their own food and beverages on the course.
 - a. If you should observe a member or guest doing this, casually mention to him or her that Club rules do not allow this.
 - b. If you are uncomfortable doing this, alert the Golf Shop and let them know who is violating this policy. This is particularly important in regards to alcoholic beverages, as members' bringing their own beverages can jeopardize our liquor license.
2. Accepting tips. You may not under any circumstances solicit tips. If you do, you will be terminated. However, if insisted upon by the member or guest after you have first refused, you may graciously accept a tip offered to you.

Subject: Cart Barn Closing Procedures

G-206

A. Policy. It is the policy of the Club to use standard procedures to close the Cart Barn.

B. Procedures

1. About an hour before normal closing time, begin to prepare to close the Cart Barn.
2. Return all staged golf carts to cart barn, parking them in their designated stalls.
3. As golfers return carts, drive them into the cart wash area of the barn and follow [Golf Cart Cleaning] procedures. Do not put any carts away without washing them.
4. Empty all trash from golf carts and throw in trash cans.
5. Put dirty cart towels in dirty linen hampers.
6. Check tire pressure on golf cart tires. Fill as necessary using the 5-gallon portable air tank.
7. Park carts in designated parking stalls.
8. Note the last cart used by golfers on the Cart Usage Tracking Sheet, [SPHM Form 508]. See [Cart Fleet Rotation] for more information.
10. Pick range balls from range and chipping green.
11. Wash range balls as necessary using ball washer.
12. Take trash bags out of trash cans. Put clean trash can liners in cans. Take trash to the trash dumpster by the tennis courts or the compactor behind the Tavern.
13. After all carts have been washed and trash picked up, sweep the cart set-up and wash areas. Using the leaf blower, blow dirt from outside walkways and pavers as necessary. When using the leaf blower, attendants must be alert for people around them. Stop the blower when members and guests are present.
14. Use leaf blower to clean Golf Shop porch, front steps, sidewalk at parking lot entry, back patio, and staging area.
15. During clean up, attendants will remain alert for any members and guests driving up after their golf game.
16. Put members' clubs away in bag storage room as necessary. See [Club Storage] for more information.

17. Complete closing procedures for [Ball Washer Operation].
18. Complete a Cart Barn Closing Checklist, [SPHM Form 513]. Leave completed checklist in file slot located on the wall in the cart supply area.
19. Close and lock barn doors.
20. Clock out using the time clock terminal in the bag storage area.
21. Make sure both interior and exterior doors to club repair room are locked.
22. Lock door to bag storage area.
23. Turn off lights in cart storage area and cart supply and wash area (#1 and #2 on [Cart Barn – Cart Supply and Wash Area] diagram).
24. Turn on the [Security System - Cart Barn].
25. Exit and lock the door on the south side of the Cart Barn (single door facing the Golf Shop).
26. Pick up any trash on the ground as you walk to your car.

Subject: Cart Barn Cleaning Procedures

G-207

A. Policy. It is the policy of the Club to use standard procedures to clean the Cart Barn.

B. Discussion

1. A clean, well-maintained cart barn is the sign of a professional and well-run golf operation.
2. Because many employees work in the Cart Barn on various shifts, it is imperative that a system be designed to ensure cleanliness and accountability for cleanliness.

C. Procedures

1. Responsibilities. The following areas of the Cart Barn will be kept clean by cart attendants, except where noted otherwise:

- a. Cart storage area.
- b. Cart supply and wash areas.
- c. Club storage room.
- d. Club repair room.
- e. Exterior concrete aprons on either side of cart supply and wash areas.
- f. Flagstone steps and sidewalk on south side of building (side facing Golf Shop).
- g. Concrete apron on north side of building.
- h. The cart staff toilet – housekeeping staff responsibility.
- i. Cart supply shelves.
- j. Cart cleaning shelves.

2. Cleaning Schedule

- a. The cart storage area will be swept out according to the following schedule:
 - (1) Cart stalls 1-20 on Tuesdays.
 - (2) Cart stalls 21-36 on Wednesdays.
 - (3) Cart stalls 37-54 on Thursdays.

- (4) Cart stalls 55-72 on Sundays.
- (5) Aisles between stalls – daily.
- b. The cart supply and wash areas – daily.
- c. Club storage room and club repair room – Thursdays.
- d. Exterior concrete aprons on either side of cart supply and wash areas - daily.
- e. Flagstone steps and sidewalk on south side of building (side facing Golf Shop) - Sundays.
- f. Concrete apron on north side of building (side facing the parking lot) - Sundays.
- g. The cart staff toilet – daily.
- h. Cart supply shelves - Tuesdays.
- i. Cart cleaning shelves - Wednesdays.

D. Accountability

- 1. The cart attendant on duty, or if there are two or more on duty, the #1 attendant is responsible for insuring that all cleaning is completed as scheduled.
- 2. The responsible attendant will complete the Cart Barn Opening or Closing Checklist as appropriate, indicating that the necessary scheduled cleaning was completed.
- 3. The 1st Golf Professional will inspect the Cart Barn on a daily basis to ensure that checklists are accurate and that all cleaning is being accomplished in a satisfactory manner. Further, he will complete a monthly Cart Barn Cleaning Checklist, [SPHM Form 514], verifying that all scheduled cleaning has been accomplished. This signed form will be turned in to the Head Golf Professional not later than the 5th day of the following month.
- 4. The Head Golf Professional will inspect the Cart Barn on a weekly basis to ensure the Cart Barn is being kept in an appropriate state of cleanliness and order.

Subject: Golf Cart Set-Up

G-208

A. Policy. It is the policy of the Club to establish a standard for golf cart set-up.

B. Discussion

1. Not only do golf carts provide members and guests with transportation on the golf course, but they also carry incidental items to enhance their enjoyment of the game.
2. Golf carts will be thoroughly cleaned prior to use. See [Golf Cart Cleaning] for details.
3. Each golf cart will be set up with the following:
 - a. Pin placement sheet in the Plexiglas holder above the windshield.
 - b. Scorecard and scoring pencil, clipped to the steering wheel.
 - c. Two cart towels; one placed in each passengers' glove compartment.
4. As part of the cart set-up, attendants will conduct a [Pre-Operations Safety Check].

Subject: Cart Barn Cleaning Supplies

G-209

A. Policy. It is the policy of the Club to establish a standard line of cleaning products for use by cart attendants.

B. Discussion

1. One of the first signs of a professional operation is the cleanliness of work areas. In our profession this means cleanliness of golf carts, range balls, and the Cart Barn.
2. Cart attendants will keep a par stock of cleaning supplies on hand at all times to accomplish all [Cart Barn Cleaning Procedures] properly and in a timely manner.
3. On Tuesdays of each week, the opening cart attendant will inventory cleaning supplies using a Cart Barn Supplies Inventory and Requisition, [SPHM Form 510].
4. The completed Inventory and Order Form will be signed and turned in to the 1st Assistant Professional, who will order necessary supplies from the Facilities Manager.

Subject: Ball Washer Operation

G-210

A. Policy. It is the policy of the Club to establish standard procedures for the operation of the ball washer.

B. Discussion

1. Clean range balls are an important part of a professional image for our golf operation.
2. The Wittek ball washer is an expensive piece of equipment that needs to be kept clean and properly maintained to extend its life.

C. Opening Procedures

1. Close the tank lid.
2. Close the drain stopcock.
3. Fill the machine with water.
4. Follow Operating Instructions:
 - a. Put one cup of Wittek golf ball soap, or a low-sudsing powder detergent into the empty tank and fill with water to prescribed level.
 - b. Make sure rubber latches are securely fastened.
 - c. Machine must be turned on before feeding hopper.
 - d. Remove all rocks, sticks, broken balls and other debris from ball hopper.
 - e. Extremely dirty or muddy balls should be cycled through the machine twice.
 - f. Do not leave water in the tank – drain at end of each day.
 - g. Hose down inside of machine as needed.
 - h. In case of blockage, overload protector will automatically shut off motor to prevent serious damage.
 - i. Refer to owners manual for complete operating and maintenance instructions.

C. Closing Procedures

1. Run machine to empty all golf balls.

2. Shut off machine.
3. Open stopcock to drain machine. Leave stopcock open after draining.
4. Clear any mud or debris out of the bottom of the cleaning tank.
5. Hose out the tank.
6. Leave the tank lid open overnight to dry out.

Subject: Range Picker Operation

G-211

A. Policy. It is the policy of the Club to establish standard procedures for the operation of the range picker.

B. Discussion

1. The practice range needs to be picked on a regular basis to ensure an adequate supply of range balls and to keep the range looking its best.
2. The Ball Hawk LT range picker is an expensive piece of equipment that needs to be kept clean and properly maintained to extend its life.

C. Picking Operation

1. Maintain vehicle speed of 5-8 mph.
2. Avoid sharp turns that can turn the front picker section to an extreme angle and create a gap that misses balls.
3. The range picker can be used in weather conditions that would prohibit the use of a conventional tire picker. A good rule of thumb would be: If the weather permits golf carts on the turf, go ahead and pick the range.
4. Avoid abrasive surfaces such as paved parking lots, asphalt or concrete, stone or gravel roads, or cart paths.
5. Clean the picker at the end of each day, or more often in extremely wet or muddy condition. Use a mild soap with a moderate flow of water.

C. Preventive Maintenance Procedures

1. Lubricate the front wheel and all pillow block bearings weekly or more often depending on use. These hubs are fitted with Zerk fittings for this purpose. Use a lithium axle or bearing packing grease.
2. Spray all moving metal contact points with a WD-40 type lubricant every week or more often depending on use.
3. Grease all Zerk fittings on entire machinery with lithium axle grease or bearing packing grease.
4. Check all retaining pins and mounting bolts, tie rod ends, shaft collars, and draw bar connections at least once a week or more often depending on usage.

5. Fill out and sign the Range Picker Maintenance Checklist, [SPHM Form 518], indicating that all maintenance procedures were completed during the week.
6. Report any suspected maintenance problems to the Golf Shop when noticed.

Subject: Divot Repair Bottles

G-212

A. Policy. It is the policy of the Club to provide divot repair bottles filled with sand on all golf carts.

B. Discussion

1. Repairing divots on tees and fairways helps maintain the golf course in excellent playing condition.
2. The golf professional staff will take every opportunity to teach members to properly replace and repair divots.
3. Each golf cart is supplied with two divot repair bottles filled with green sand to aid members in repairing divots.
4. Cart attendants will ensure that two divot repair bottles filled with sand are placed on all golf carts.

Subject: Practice Facilities

G-213

A. Policy. It is the policy of the Club that the Golf Practice Facilities be operated in a professional manner.

B. Procedures

1. Hours of Operation

a. The driving range, chipping green, and practice bunker will be open Tuesday through Sunday. Hours of operation are determined by the Golf Shop. Generally speaking, they will open the same time as the Golf Shop and close 30 minutes after the Golf Shop is closed.

b. Inclement weather may force the facilities to close early or be closed for the day. The Golf Shop and the Golf Course Superintendent will make the final decision.

2. Setting up for Daily Use

a. 12 hitting stations will be set up for the beginning of the day on the driving range.

b. Stations will be set-up on grass that was not hit on recently, that is, has had a chance to grow back, giving members a good hitting surface.

c. Balls will be set in a pyramid using the stacker.

d. There will be 10 feet of space between stations.

e. Bag stands will be 6 feet behind each station.

f. Club cleaners will be 6 feet behind the bag stands.

g. Club cleaners will be put at every third stand. Ensure they are supplied with fresh water each day.

h. Place 2 wire baskets full of range balls for practice on the chipping green and sand bunker.

3. Range Ball Replenishment

a. Dependent upon traffic, the ball supply on the driving range may need to be replenished.

(1) If so, refurbish each station with clean balls from the extra stock in the cart barn.

(2) If there are not enough, one of the cart attendants must pick the landing area of the driving range using the range cart.

b. The range cart is a caged cart that has an attachment that picks up the golf balls.

- (1) To attach the picker to the range cart, slide the metal bar through the center of the attachment on the range cart.
- (2) After picking the range, run the balls through the ball washing machine, and then run them back out to the range tee.

4. Closing Procedures

- a. Once the practice facilities are closed, remove all balls from the range tee, chipping green, and sand bunkers.
- b. Run all balls through the [Ball Washer Operation] and determine if there are enough to begin the next day. If not, pick the range until there is sufficient supply to set-up the next day.



Subject: Cart Towels

G-214

A. Policy. It is the policy of the Club to provide cart towels on all golf carts.

B. Discussion

1. Clean cart towels are an expected amenity for our members.
2. As part of the [Golf Cart Set-Up], cart attendants will place clean folded cart towels in both glove compartments. Frayed, torn, or otherwise damaged towels will never be put on carts. These towels must be set aside for return to the laundry.
3. Cart towels are washed in the Club laundry facility in the basement of the Golf Shop building.
4. A dirty hamper will be set up in the cart wash area of the Cart Barn to place soiled towels. The hamper bag will be picked up daily by the housekeeping staff and delivered to the laundry.
5. Fresh towels will be delivered daily to the Cart Barn.
6. Once a month, cart attendants will conduct a [Monthly Linen Inventory] of cart towels. The purpose of this inventory is to ensure that an appropriate supply of towels is always on hand and to track towel replacement rates.
7. Cart towels should not be used to wash golf carts or for general cleaning purposes in the Cart Barn. Appropriate cleaning supplies and tools are provided for this purpose.

Subject: Golf Cart Staging

G-215

A. Policy. It is the policy of the Club to develop standard procedures for staging golf carts.

B. Discussion

1. Staging of golf carts is an important part of the preparation to serve members and guests playing golf.
2. Cart attendants will get a copy of the tee sheet each morning to see how many golfers are expected and at what times.
3. Cart attendants should stage two carts for each foursome expected, plus spare carts for an additional 3 to 5 foursomes (six to 10 extra carts). The busier the day, the more carts that should be staged.
4. On normal days carts will be staged in the staging area in front of the golf shop. See [Cart Staging Area] for more information.
5. For Monday outings, golf tournaments, and other special golf events, carts will be staged as directed by the Head Golf Professional.

C. Procedures

1. To ensure [Cart Fleet Rotation] carts will be pulled from the Village Barn in numerical sequence starting with the next numbered cart after the last cart used the previous day.
2. Following [Golf Cart Set-Up] carts will be prepared for use.
3. When setting up and moving carts, attendants will conduct a [Pre-Operation Safety Check].
4. In readiness for use by members and guests, carts will be parked in the staging area. Carts should be parked in the sequence to be used, i.e., the lowest numbered cart goes out on the golf course first. This will facilitate fleet rotation.

Subject: Golf Cart Charging

G-216

A. Policy. It is the policy of the Club to establish procedures to properly charge golf carts.

B. Discussion

1. Golf cart batteries should hold enough charge for two 18-hole rounds. So on busy days carts may be used twice. It is a good idea to check the dash-mounted warning light to ensure proper charge before sending the cart out on a second round.
2. If the warning light is lit, it signifies low battery voltage. Such a cart must be recharged before sending it out on the course. If a light is lit repeatedly on a particular cart, it may indicate a weak battery.

C. Procedures

1. After carts are cleaned, they should be backed into their assigned slot in the barn. The decal number of each cart corresponds with a numbered slot in the barn. The numbers designating the slots are located on the wall of the barn. Slots are two deep along each wall.
2. Turn the cart key to the “Off” position and leave the key in the ignition.
3. Take the charging cord off its wooden cleat and plug it in the cart. The charging receptacle is located on the front riser of the driver’s seat.
4. Plug the charging cord into the receptacle. Do not rock or bend the plug. To connect the charger plug to the cart receptacle, grasp the plug handle and push the plug straight into the receptacle.
5. Allow the cart to charge overnight.
6. When disconnecting the charger plug prior to using the cart, do not pull on the charger cord. Also do not twist, rock, or bend the plug. Grasp the plug by the handle and pull the plug straight out of the receptacle
7. Warning: Do not use the charger if:
 - a. The plug is too loose or does not make a good connection.
 - b. The plug and receptacle feel hotter than normal during charging.
 - c. The plug pins or blades, or receptacle contacts are bent or corroded.
 - d. The plug, receptacle, or cords are cut, worn, have exposed wires or are damaged in any way.

8. Note: When temperatures fall below 65° F, batteries charged in unheated areas should be placed on charge as soon as possible after use. Batteries are warmest immediately after use, and cold batteries require more time to fully charge.