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SPHM  
HOSPITALITY

GOLF



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Series 100

# Golf



- A. Position. Head Golf Professional
- B. Essential Function. Manages all golf and golf-related activities and business.
- C. Duties and Responsibilities
  - 1. Designs, promotes, and directs all golf activities.
  - 2. Prepares annual and monthly budgets for golf operations.
  - 3. Orders merchandise for golf shop.
  - 4. Orders supplies associated with golf activities.
  - 5. Maintains attractive, orderly appearance in pro shop.
  - 6. Supervises maintenance of golf carts and maintenance personnel.
  - 7. Supervises pro shop personnel.
  - 8. Provides golf lessons to members and guests.
  - 9. Plays golf with members of all skill-levels to encourage enthusiasm for the game.
  - 10. Designs and conducts golf clinics.
  - 11. Supervises assistant golf professionals.
  - 12. Designs and conducts junior golf clinics and training programs.
  - 13. Supervises locker room staff.
  - 14. Supervises golf range staff.
  - 15. Supervises golf bag and club storage facilities and staff.
  - 16. Supervises on-course personnel.
  - 17. Collects charges and fees for all golf-related activities.
  - 18. Organizes and conducts club tournaments.
  - 19. Interprets and enforces golf rules and regulations.
  - 20. Interprets and enforces club policies, rules, and regulations.
- D. Reports to. General Manager
- E. Supervises. Assistant Golf Professionals
- D. This position is Exempt from overtime.



- A. Position. Assistant Golf Professional
- B. Essential Function. Executes essential function of golf professional when on duty.
- C. Duties and Responsibilities
  - 1. Assists golf professional in instructing, merchandising, on-course, cart and personnel management responsibilities.
  - 2. Responsible for pro shop inventory control system.
  - 3. Assists members by providing and interpreting policies, rules, and regulations.
  - 4. Conducts golf clinics.
  - 5. Maintains handicap records.
  - 6. Operates pro shop in absence of Golf Professional.
  - 7. Responsible for month-end inventory.
  - 8. Orders men's wear for the pro shop inventory.
- D. Reports To. Head Golf Professional
- E. Supervises. Golf Shop Attendant; Starter; Ranger; Bag, Range, and Cart Attendant.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-103**

- A. Position. Second Assistant Golf Professional
- B. Essential Function. Executes essential function of golf professional responsibilities when on duty.
- C. Duties and Responsibilities
  - 1. Assists golf professional in instruction, merchandising, on-course, cart and personnel management responsibilities.
  - 2. Maintains pro shop inventory control system.
  - 3. Assists members by providing and interpreting policies, rules, and regulations.
  - 4. Conducts golf clinics.
  - 5. Maintains handicap records.
  - 6. Operates proshop in absence of Golf Professional.
  - 7. Orders women's wear for the pro shop inventory.
- D. Reports To. Head Golf Professional
- E. Supervises. Golf Shop Attendant; Starter; Ranger; Caddie; Bag, Range, and Cart Attendant.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-104**

- A. Position. Third Assistant Golf Professional
- B. Essential Function. Executes essential function of golf professional responsibilities when on duty.
- C. Duties and Responsibilities
  - 1. Assists golf professional in instructing, merchandising, on-course, cart, and personnel management responsibilities.
  - 2. Maintains pro shop inventory control system.
  - 3. Assists members by providing and interpreting policies, rules, and regulations.
  - 4. Conducts golf clinics.
  - 5. Maintains handicap records.
  - 6. Operates pro shop in absence of Golf Professional.
  - 7. Orders all hard goods inventory for the pro shop.
- D. Reports To. Head Golf Professional
- E. Supervises. Golf Shop Salesperson; Starter; Ranger; Cart Attendant.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-105**

- A. Position. Fourth Assistant Golf Professional
- B. Essential Function. Executes essential function of golf professional responsibilities when on duty.
- C. Duties and Responsibilities
  - 1. Assists golf professional in instructing, merchandising, on-course, cart and personnel management responsibilities.
  - 2. Maintains pro shop inventory control system.
  - 3. Assists members by providing and interpreting policies, rules, and regulations.
  - 4. Conducts golf clinics.
  - 5. Maintains handicap records.
  - 6. Operates pro shop in absence of Golf Professional.
  - 7. Makes monthly employee schedule for the cart attendants.
  - 8. Performs cart attendant duties.
  - 9. Performs starter duties.
  - 10. Performs ranger duties.
- D. Reports To. Golf Professional
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-106**

- A. Position. Merchandise Manager
- B. Essential Function. Manages retail operations of Golf Shop and Tennis Pro Shop.
- C. Duties and Responsibilities
1. Assists professional staff in staffing of shop counter.
  2. Assists members purchasing retail items
  3. Operates pro shop in absence of Golf Professional.
  4. Establishes policies and procedures for retail operations.
  5. Assists professional staff in establishing and meeting merchandise sales budget.
  6. Maintains and changes shop displays on a regular basis.
  7. Tracks sales and inventory statistics to monitor movement of merchandise and optimize retail margin.
  8. Attends various markets and shows to view and purchase merchandise.
  9. Purchases all merchandise for shops.
  10. Establishes and maintains vendor contacts.
  11. With the approval of the Head Golf Professional and Director of Tennis, prices merchandise. Recommends when to hold sales and level of discount.
  12. Conducts periodic inventories of stock.
  13. Advertises sales and special events as necessary.
  14. Receives all merchandise. Checks and approves all invoices and processes for payment according to procedures.
  15. Other duties as assigned.
- D. Reports To. General Manager, works under the daily supervision of the Head Golf Professional and Director of Tennis.
- E. Supervises. No supervisory duties are included in this position
- F. This position is subject to overtime.





**Job Descriptions**

**JD-107**

- A. Position. Starter
- B. Essential Function. Controls pace of play on golf course by directing players to the first tee at appropriate times.
- C. Duties and Responsibilities
  - 1. Provides information regarding course, play time, and other golf-related issues.
  - 2. Checks with pro shop to ensure all golfers on the course have checked in.
  - 3. Dispenses range balls in accordance with club policies.
  - 4. Keeps Golf Professional informed regarding rate of course play.
  - 5. Determines rate of course play.
  - 6. Maintains clean and orderly appearance of starter's booth at all times.
  - 7. Arranges players in proper starting order and assigns appropriate tees.
  - 8. Ensures members' and guests' bags are appropriately placed in carts.
  - 9. Assists Golf Professional in running tournaments, clinics, and other special events.
  - 10. Supplies players with score cards, pencils, and rules of play.
  - 11. Advises players of course conditions.
  - 12. Supervises play in accordance to Club rules and regulations.
- D. Reports To. Golf Professional on duty
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-108**

- A. Position. Ranger
- B. Essential Function. Ensures smooth pace of play on golf course.
- C. Duties and Responsibilities
  - 1. Ensures smooth pace of play on golf course by:
    - a. observing pace of play,
    - b. requesting slower playing groups to speed up pace, if appropriate, and
    - c. requesting slower playing groups to allow others to play through if appropriate.
  - 2. Escorts unauthorized people from course.
  - 3. Ensures that divots and ball marks are repaired.
  - 4. Reports all infractions to Starter or Golf Shop.
  - 5. Ensures that sand traps are raked.
  - 6. Assists Starter at first tee during heavy demand periods.
  - 7. Other duties as assigned.
- D. Reports To. Assistant Golf Professional
- E. Supervises. This position has no supervisory responsibilities.
- F. This position is subject to overtime.



### Job Descriptions

JD-109

- A. Position. Bag, Range, and Cart Attendant
- B. Essential Function. Provides bag, cart, and range services to members and guests.
- C. Duties and Responsibilities
  - 1. Brings carts from Cart Barn to cart staging area outside Golf Shop.
  - 2. Removes bags from Bag Storage Room and loads onto carts.
  - 3. Transports and stacks range balls at all times of day.
  - 4. Operates range picker on range to retrieve balls.
  - 5. Washes all range balls daily.
  - 6. Removes bags from carts and returns bags to assigned rack in Bag Storage Room.
  - 7. Returns carts to barn; removes towels, pencils, score cards, tees, drink cans, etc., from carts and saves reusable items; washes cart with pressure cleaner; parks cart in shelter and connects charger cable.
  - 8. Reports carts that are not in proper working order to Golf Professional on duty.
  - 9. Performs Cart Barn cleaning responsibilities on a daily basis.
  - 10. Details carts as scheduled.
  - 11. Greets arriving members and guests, by name if possible, with upbeat good cheer.
  - 12. Takes members' or guests' clubs out of cars and places them on golf carts.
  - 13. Provides information to golfers, such as "carts on the path," "beverage cart running or not running," "pin placement location #," etc.
  - 14. Is knowledgeable about activities and functions, Club hours of operations, course yardage and rating, and other items of interest to members and guests.
  - 15. Is continually alert for special needs of members and guests. Attempts to give extraordinary service at all times.
  - 16. Is alert for and picks up trash, debris, or cigarette butts wherever they may be found.
  - 17. Continually provides high levels of service to members and guests.
- D. Reports To. Golf Professional on duty
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-110**

- A. Position. Caddie
- B. Essential Function. Carries golf bags for members and guest.
- C. Duties and Responsibilities
  - 1. Rakes bunkers.
  - 2. Is courteous and polite to members and guest at all times.
  - 3. Keeps the caddie area neat and clean.
  - 4. Cleans golf balls and clubs as needed during play.
  - 5. Counts clubs in the bag before starting every round and maintains count throughout round.
  - 6. Protects player's clubs from damage.
  - 7. Advises players regarding course or condition as requested.
  - 8. Replaces all divots taken by his/her players.
  - 9. Repairs ball marks.
- D. Reports To. Golf Professional on duty
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-111**

- A. Position. Cart Shop Mechanic
- B. Essential Function. Stores, maintains, and distributes club and/or privately owned golf carts.
- C. Duties and Responsibilities
  - 1. Cleans carts.
  - 2. Charges cart batteries.
  - 3. Maintains and repairs carts as necessary.
  - 4. Maintains sufficient inventory of parts and tools to support cart maintenance program.
  - 5. Establishes and maintains cart preventive maintenance program.
  - 6. Maintains cart maintenance forms.
  - 7. Maintains cart barn and adjacent areas in a clean and orderly manner.
  - 8. Operates golf carts and cart barn equipment in a safe and professional manner.
  - 9. Provides carts to Starter, Ranger, and other authorized employees.
- D. Reports To. Golf Professional on duty
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.



**Job Descriptions**

**JD-112**

- A. Position. Golf Shop Attendant
- B. Essential Function. Sells merchandise in golf shop and takes tee times as necessary.
- C. Duties and Responsibilities
  - 1. Sells merchandise.
  - 2. Takes tee times.
  - 3. Advises members and guests about their attire, golf equipment, and supplies.
  - 4. Arranges and displays golf shop inventory.
  - 5. Collects and records green fees and cart rental fees.
  - 6. Operates Point (POS) of Sale device.
  - 7. Gets member signatures for all charges. Issues receipts.
  - 8. Takes messages for members and guests on the course.
  - 9. Receives and verify inventory items. Enters into POS inventory.
  - 10. Special orders merchandise for members.
  - 11. Recruits tournament participants.
  - 12. Changes displays as necessary.
  - 13. Restocks merchandise as necessary.
  - 14. Continually cleans and straightens golf shop.
  - 15. Answers phone promptly and according to established procedures.
- D. Reports To. Golf Professional on duty
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.