



Golf Saskatchewan Reference Document for Posting Positions/Duties and Operations

The following document will help provide your course with an example of an effective way to present an employment or volunteer opportunity at your course. Although this document is designed showing very specific details and is very structured, we want our clubs to recognize that each position, course, and structure at a club will require a variation to everything that they do. A volunteer or employee position at one course may not be the same or even exist at other courses or they may be completely different but we wish to help assist our clubs in creating an effective way to represent what each club is looking for when filling a position and how to present it effectively.

Below is an example of a volunteer position at The Legends, the details surrounding the position and how the information could be presented:

Example

2017 Legends Golf Club

Position: Player Assistant Program

Job Summary:

Act as a Legends Golf Club ambassador and provide the best possible experience to all Legends guests and members. Ensures that guests have an enjoyable round of golf while maintaining a reasonable pace of play and that all players observe good golf etiquette and rules set forth for play.

Duties and Responsibilities:

Call members and guests to the first tee. Provide a complete starter speech to each group, Records data on the starter sheet for Marshal and Pro Shop use. Create a friendly environment outside including maintaining a clean and organized starter area. Communicate with the Pro Shop staff of guest's status and other information. Patrol the Legends golf course to ensure pace of play is being observed while following good golf etiquette and obey the rules of the golf course. Keep golf course clean and call attention to golf shop of any maintenance issues needing addressing. Ensure power carts are being driving in the proper areas Assist with cart staging upon arrival. Assist in tournament setup of golf carts, contest holes etc. when needed ensure that no outside beer or liquor is being consumed on the course. Assist in other team member duties as deemed necessary. (pro-shop, starter and back shop)

Skills & Attributes:

- Excellent oral communication skills.
- Enthusiastic, outgoing personality.
- Excellent customer service skills.
- Organized, able to work in a busy environment where the priorities are changing.
- Dedicated to improving skills and knowledge as well as those of the other team members.
- Team player.
- Energetic and professional.
- Standing or walking for long periods of time may be required.



- Position requires that all scheduled shifts are attended or filled by another player assistant.

Compensation / Numeration:

As a player assistant at the Legends Golf Club, Player Assistants will be awarded the following: Volunteer with Golfing Privileges – In lieu of your time, Player Assistants will receive golfing privileges as compensation. As such, Player Assistants will not be considered a full-fledged member of the Legends thus some membership benefits are not included. (ie: voting privileges; board election; members meetings; club championship). Each Player Assistant will be asked to fulfill approximately 30 hours per month. Should the 30 hours not be obtained, appropriate amount of golf passes will be distributed at the discretion of the Head Professional.

Volunteer Privileges

o A volunteer with golfing privileges include the following:

- Golfing privileges including power cart and driving range usage Based on availability. Player Assistants are eligible for Member pricing toward club events and league play
- 7 days advanced booking
- 25% off in-stock Pro Shop merchandise. Some restrictions apply.
- 50% off meal (while on duty)
- \$40 guest green fees (includes power cart) throughout the week. Weekend play will not be included on the offer

Message to The Legends Team:

The Legends Golf Club would like to thank you for your commitment to the success of the golf club. The Legends Golf Club strives to be Saskatchewan's premier golf destination and we encourage all of our staff and volunteers to adhere to consistent, outstanding customer service to all patrons of the club. We welcome constructive opinions from all of our staff and volunteers to ensure the Legends Golf Club continues with growing trends within the golf industry and day to day operations. If at any time you feel you are unable to perform the tasks of this position, we encourage you to speak to the Head Professional immediately.

Legends Golf Club Marshal Training Module

- Marshalling Call to the First tee
- Loud, boisterous announcement so golfers from the driving range can hear your announcement
- Call to the tee the last name of group and number of golfers in each group
- Name the next 3 groups scheduled
- Provide a complete starter speech to each group
 - Include your name, suggested tee box based on playability, power cart expectations, divot / ball mark repairing; private alcohol regulation; expected pace of play all in a friendly, courteous matter
- Records data on the starter sheet for Marshal and Pro Shop use
 - Number of actual golfers, power cart number(s); actual tee off time



- Return tee sheet to Pro Shop at the end of your shift
- Create a friendly environment outside including maintaining a clean and organized starter area.
 - Ensure enough scorecards, pencils and divot repair tools are available
 - Collect range baskets and golf balls from practice area when possible
- Communicating with the Pro Shop staff of guest's status and other information
 - No-shows; ahead / behind scheduled tee times;
 - Check with the Pro Shop for any unusual or special instructions, such as cart paths only etc.
 - Carry a radio in good working condition
- Familiarize with etiquette; basic rules of golf; tips to keep pace of play
- Make course loop in reverse order. Your first contact with all players should be positive and friendly. If you think a group might be slow, contact the starter/ refer to tee sheet to find out their starting time. Periodically update the golf shop with on course events such as slow groups etc.
- If a group is behind, check to see if they are holding up play. If they are not holding anyone up, leave them alone; if they are, ask them to do their best to speed up. Continue on to the next group and inform them that you have asked the group in front to speed up and to keep pace with them. Continue backwards in this manner.
- Non-threatening attitude is the key. Make small talk and ask each group if there is anything you can do for them. If a player or group refuses to follow your instructions, DO NOT ARGUE. Contact the golf shop immediately and inform staff / Head Professional / Associate Professional of situation.
- As a very last resort, with clearance from Pro Shop, politely escort players from the course who will not or cannot keep pace or obey course rules and regulations after repeated effort to pick pace up.
- Keep golf course clean and call attention to golf shop of any maintenance issues needing addressing.
- Pick up garbage / broken tees / empty overflowing garbage / recycling cans; rake bunkers when needed and if time permits
- Check on bathrooms on course for missing / minimum products
- Ensure power carts are being driving in the proper areas
 - Educate golfers who are not following the rules when using a power cart
 - Not in fescue or mounds or near greens or tee boxes
- Ensure that no outside beer or liquor is being consumed on the course.
 - First time – warning and confiscation; Second time – ask to leave the golf course.
 - This is standard for public, members and tournaments.
- Assist other team member duties as deemed necessary. (pro-shop, starter and back shop)
- Setting up power carts for tournaments; cleaning power carts; pick up signs from golf tournaments
- Keep the golf shop informed of any bad weather in the area.

Closing Remarks from Golf Saskatchewan:



We would like to thank The Legends for providing us with their 2017 Legends Golf Club Player Assistant Program document. We understand not all golf courses are ran the same way but this resource is used on a suggestion basis and is by no means mandatory to follow and implement. The overall goal for us at Golf Saskatchewan is to help increase the number of golfers golfing at your course in a respectful, safe and successful way. Not every course will have the same positions and funds The Legends have but this is what makes every course unique. The document displays a way The Legends created a hybrid position called the “Legends Golf Club Player Assistant Program” to utilize how their golf course is being ran in an effective and successful manner. Instead of adding another paid staff position they made the Player Assistant a volunteer with privileges as compensation. We hope this document can help your course whether you’re in need of a starter, marshal, greeter or even a player assistant similar to The Legends develop and provide exactly what your course needs. We hope this resource can assist and generate some positive and successful tools to help your course.