

## **Golf Shop Attendant**

**Position Concept:** The Golf Shop Attendant will assume the responsibilities of customer service, answering the telephone, selling green fees, golf car rentals, and golf merchandise.

**Supervised By:** Head Golf Professional or Assistant Golf Professional

### **The Positions Supervises**

Snack Bar Attendant      Golf Cart Attendant      Player Assistants      Starters

### **Specific Responsibilities - include but are not limited to:**

- Ensure members and guests are greeted and welcomed in a professional and courteous manner.
- Anticipate and answer questions, provide assistance and information to all patrons.
- Assist in the opening and closing procedures of the golf shop
- Operates cash register; receives cash and makes change; balances cash drawer, counts checks, coins, and currency.
- Completes appropriate paperwork.
- Maintain all cleanliness, visual and stocking standards of the golf shop, snack bar, and restroom
- Answering the telephone and taking messages
- Making tee times and checking in customers according to our policies and procedures
- Assist in tournament operations and weekly events including leagues, outings, and tournaments
- Operate the snack bar when an attendant is not available
- Monitor the first tee
- Ensure carts are readily available for customers
- Periodically checks with the Player Assistants on golf course conditions and pace of play

### **Knowledge, Skills and Traits**

- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Self-motivated with desire to promote and market a service and customer focused attitude
- Ability to successfully perform and manage multiple tasks
- Maintain and promote a positive professional image within the community
- Experienced computer use, including Microsoft word, excel, and Fore!Reservations
- Must have a valid driver's license