

EMPLOYMENT OPPORTUNITY

POSITION: Guest Services
REPORTS TO: Pro Shop Team Lead



SUMMARY:

Responsible for all activities related to outside member and guest services;

This includes, but is not limited to serving as a main point of contact including assisting with valet, loading and unloading golf bags, cleaning clubs and transporting and returning golf carts.

DUTIES & RELATED TASKS:

- Ensuring that carts are clean, operating properly and equipped with pencils, scorecards, cart signs, etc. Reporting any repair problems to the supervisor and cart mechanic.
- Greeting and interacting with members/guests at bag drop, assist in removing golf bags from cars, carrying club, and providing information, directions and/or assistance as appropriate.
- Communicating with the Golf Shop, receiving the day's instructions and tee sheet. Be aware which hole (1 or 10) will be used to start each day. Once you are set to begin the day remove member's golf bags and have them ready on the carts in the appropriate order. Ensure the cart used is noted on the tee sheet for each tee time.
- Transporting golf bags from the bag drop area or bag storage room and load onto appropriate golf carts.
- Greeting golfers returning from the course, clean golf clubs, unload golf clubs from carts and assist with transporting and loading into vehicles or returning bags to the storage area as appropriate.
- Assisting golf shop staff in preparing for and running tournaments, clinics, and other special events.
- Returning golf cars to the cart storage area. Remove trash from carts, wash carts, park carts
- Monitoring driving range throughout the day. Ensure all baskets are returned and balls left behind are returned to proper areas. The range should be monitored minimum once every hour throughout the day.
- Picking driving range with range cart when required.
- Ensuring clubhouse garbage is removed from the clubhouse garbage container at the close of every shift.
- Performing other duties as may be required and/or assigned;

QUALIFICATIONS:

- Must have a pleasant, courteous, and professional personality to deliver quality customer service.
- Must have knowledge of the rules of golf and golf etiquette.
- Possess excellent communication skills, cheerful outlook, and professional demeanor.
- Ability to work under pressure independently and as a part of a team.
- Ability to make every customer feel more welcome on our course than anywhere else
- Must be willing to provide a CPIC as condition of employment and be free of criminal record.
- Must be able to lift up to 50 lbs.

WORK CONDITIONS:

Work is performed in all types of weather conditions. The work is physically demanding and may involve walking, heavy lifting, prolonged bending, crouching, kneeling, and climbing.

WAGE: \$18.50 / hour

Copies of diplomas and certificates to accompany resume and enclosed in a sealed envelope marked
"Confidential" and mailed to the attention of:

TJ Boissoneau, General Manager
Garden River Golf Resorts Silver Creek
104 Belleau Lake Road, Garden River, ON P6A 6Z3 (in-person)
Email- tj@golfsilvercreek.com
Phone (705) 942-2080 ext. 202

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