



## **FRONT SHOP/STARTER GOLF COURSE**

The Front Shop colleague will provide prompt, friendly service for our members and guests. Responsibilities for the Front Shop, at minimum, are as follows:

### **RESPONSIBILITIES**

- Take tee-times for all members and guests via phone and in person.
- Check guests in for green fees, carts, range, etc.
- Update Starter on any changes to the tee sheet.
- Communicate guest requests for other departments via radio head set.
- Attractively display merchandise as well as change displays on a regular basis.
- Pro-actively sell merchandise and services.
- Effectively handle all cash transactions including close out procedures.
- Re-stock, fold and tidy golf shop (including locker rooms) on an ongoing basis.
- Responsible for inventory control (receiving, monitoring and ordering of stock) to help maximize revenue opportunities.
- Control rental and demo club requests.
- Handle customer comments/complaints.
- Provide general information to members regarding men's and ladies nights.

- Cover the Rocky Mountain Golf Shop, Golfer Services, Starters and Players Assistant's when necessary.
- Greeting members and guests on arrival.
- Directing "traffic" to appropriate areas (Golf Shop or Golfer Services).
- Monitor payment of green fees and services for both members and guests.
- Announce over P.A. what members/guests are required at the first tee.
- Cross reference and record golf cart numbers to players teeing off.
- Record and monitor pace of play.
- Communicate necessary information to guests regarding their round on first tee.
- Disseminate first tee amenity package including scorecards and course guides.
- Ensuring first tee and front area are kept clean and free of any litter.

### **PHYSICAL DEMANDS:**

Sitting: 0-1/day; walking: 6-8/day; standing: up to 8 hr/day; bending/reaching: 4-8 hr/day; pushing/pulling: 1-2 hr/day; physical effort: could be lifting up to 35 lbs; environmental stress: medium-working outdoors.

### **QUALIFICATIONS:**

- Must have exceptional communication skills be, outgoing and professional.
- Must have a reasonable understanding of the game of golf.
- Must be computer literate.

- **Must enjoy working shifts and in any weather.**
- **Must be reliable and self motivated.**
- **Must relate well with other team members.**
- **Must have retail experience.**
- **CPR and First Aid certifications are assets**
- **Must meet the minimum expectations of the Heart of House perceiver interview**
- **Must possess a Valid Alberta Drivers License\*\***



**IT'S NEVER  
JUST ANOTHER DAY**