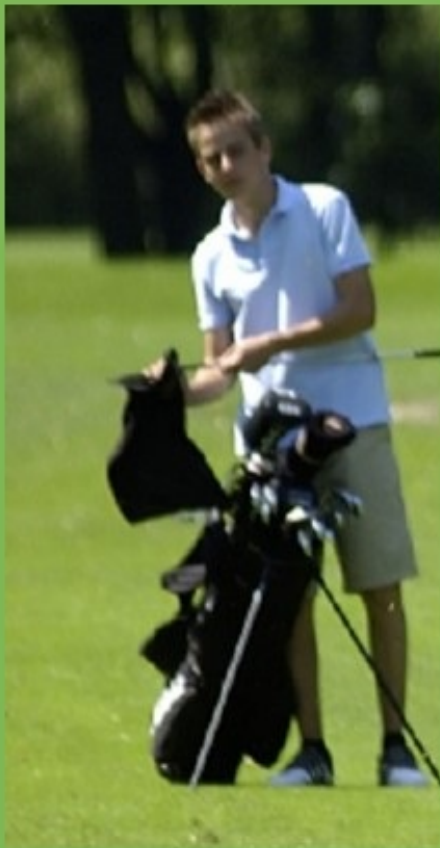




Private Club Performance Management



Bag, Range & Cart Attendant Training Manual

Ed Rehkopf

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Responsibilities

The Head Golf Professional is responsible for properly and completely training you for your position. He has delegated the authority to train you to the Golf Outside Operations Manager.

It is your responsibility:

- to diligently apply yourself to mastering the material presented in this manual, and
- to notify the Outside Operations Manager of any difficulties encountered in the performance of your duties that might require modification of golf operational policies, procedures, standards, or training.

It is the responsibility of the Training Manager to review training material and programs to ensure that they meet the need of providing high quality training to you and your fellow employees.



Review I

Give two of the purposes of this training manual.

1. _____

2. _____

What are your responsibilities regarding this training material?

1. _____

2. _____

What is the prescribed uniform for your position?

List three "Do's and Don'ts" regarding your dress.

1. _____
2. _____
3. _____

What phrase summarizes the Club's feelings about employee attitude?



Attendant Information and Expectations

Your Supervisor

Each Club employee comes under the direct control of a Supervisor. He or she, in turn, answers directly to a Department Head who reports to the General Manager. The Outside Operations Manager is your Supervisor. He is an important link in the management chain and is responsible for the daily work of your team.

Your Supervisor is responsible for training you in the proper way to do your job and ensuring that your work is completed according to our quality and performance standards.

A major responsibility of every Supervisor is to provide you with the assistance and support you need to do your job properly. If you have a question about any aspect of your work or you need help, see your Supervisor. We only ask you to remember that your Supervisor is a busy person with many responsibilities. Please show courtesy and understanding by approaching him or at an appropriate and convenient time.

In the absence of your Supervisor, another manager or supervisor assumes direction of your operation.

Meeting your Schedule

Work schedules will be posted in a designated, conspicuous place. We consider your obligation to meet the posted work schedule a serious responsibility. Therefore:

- The work schedule may not be modified without the prior approval of your Supervisor.
- Failure to work assigned shifts is unfair to fellow staff, your Supervisor, and our members, and cannot be tolerated. Appropriate disciplinary action will follow such failure.



Service

You may not under any circumstances solicit tips. If you do, you will be discharged! However, if insisted upon by the member or guest after you have first refused, you may graciously accept a tip offered to you.

While you may be allowed to sit in golf carts while waiting for members to arrive, you are expected to stand when greeting or otherwise speaking to a member or guest.

Be cheerful, upbeat, and friendly to everyone at all times.

You are expected to greet members, preferably by name, using the appropriate title of respect, i.e., Mr. or Mrs. or Doctor.

Make sure you have a copy of the tee sheet, so that you can anticipate the arrivals and greet members by name.

Make sure you know the following information for the day:

- Carts on the path or 90° rule for carts on the course.
- Pin placement location number for the day.
- Whether the beverage cart is running or not.
- The hours of operation of the Turn House.
- Any special events taking place at the Club that day.

Make conversation with members and guests as they arrive. Try to weave the above information into your conversation. The idea is to give the member as much information as possible about the course and its operation for that day.



Member Service Procedures, Continued

- Body language
 - Do not lounge around where members may see you. If you sit in a cart waiting for members' arrival, do not slouch or put your feet up on the dashboard of the cart. Stand when talking to members or guests.
 - Do not walk around with your hands in your pants pockets. If you don't know what to do with your hands, clasp them in front of you or behind your back.
 - Our members expect service from you. They don't expect to see you eating or drinking. Do not chew gum, eat mints, or chew on toothpicks where members can see you. These habits detract from the perception of high-quality service.
 - Do not sit on furniture and on porch steps. Do not lean against the building or railings of porches. Your relaxation is not something the members expect or want to see. Your supervisor will inform you of your break area where you may relax during breaks.
- Tone of voice
 - The way you speak can greatly affect members' perceptions about your attitude and dedication.
 - Your voice should always convey cheerful promptness and a willingness to do whatever you can to serve our members and guests.
- Hustle
 - Everybody knows the importance of hustle on a ball field or court. Coaches do not want to see their players dragging around.



Cart Barn Closing Procedures, Continued

End of Day Clean Up

- Take trash bags out of trash cans. Put clean trash can liners in cans. Take trash to the trash dumpster by the tennis courts or the compactor behind the Clubhouse.
- After all carts have been washed and trash picked up, sweep the cart set-up and wash areas. Using the leaf blower, blow dirt from outside walkways and pavers as necessary. When using the leaf blower, you must be alert for people around you. Stop the blower when members and guests are present.
- Use leaf blower to clean Golf Shop porch, front steps, brick paver sidewalk between barn and Golf Shop, the cart staging area, and the Golf Shop back patio. See Cart Staging Area diagram at Appendix B3 to identify these areas.
- During clean up, try to remain alert for any members and guests driving up after their golf game. Assist them as necessary.
- Put members' clubs away in bag storage room if they are tagged with a club storage tag. Always wipe clubs down before storage.
- For members who do not store their clubs and for guests, wipe clubs down and place the clubs in the trunk of their cars.

Closing Up the Cart Barn

- Drain and clean the ball washer.
- Complete a Cart Barn Closing Checklist, Form 513, found at Appendix A6. Leave completed checklist in file slot located on the wall in the cart supply area.



Golf Cart Charging Procedures

Golf cart batteries should hold enough charge for two 18-hole rounds. So, on busy days you may use carts twice. It is a good idea to check the dash-mounted warning light to ensure proper charge before sending the cart out on a second round.

If the warning light is lit, it signifies low battery voltage. Such a cart must be recharged before sending it out on the course. If you repeatedly notice this light on a cart, it may indicate a weak battery. Report this to the Golf Shop.

After cleaning carts, back them into their assigned slot in the barn. The decal number of each cart corresponds with a numbered slot in the barn. The numbers designating the slots are located on the wall of the barn. Slots are two deep along each wall. See Cart Barn Golf Cart Storage at Appendix B1 for slot locations.

Turn the cart key to the "Off" position. You may leave the key in the ignition.

Take the charging cord off its wooden cleat and plug it in the cart. The charging receptacle is located on the front riser of the driver's seat.

Plug the charging cord into the receptacle. Do not rock or bend the plug. To connect the charger, plug to the cart receptacle, grasp the plug handle and push the plug straight into the receptacle.

Allow the cart to charge overnight.

When disconnecting the charger plug prior to using the cart, do not pull on the charger cord. Also do not twist, rock, or bend the plug. Grasp the plug by the handle and pull the plug straight out of the receptacle

Warning: Do not use the charger if:

- The plug is too loose or does not make a good connection.



Cart Towels

Clean cart towels are an expected amenity for our members.

As part of the *Golf Cart Set-Up*, cart attendants will place clean folded cart towels in both glove compartments. Frayed, torn, or otherwise damaged towels will never be put on carts. These towels must be set aside for return to the laundry.

Cart towels are washed in the Club laundry facility in the basement of the *Golf Shop* building.

A dirty hamper will be set up in the cart wash area of the *Cart Barn* to place soiled towels. The hamper bag will be picked up daily by the housekeeping staff and delivered to the laundry.

Fresh towels will be delivered daily to the *Cart Barn*.

Once a month, cart attendants will conduct a *Monthly Linen Inventory* of cart towels. The purpose of this inventory is to ensure that an appropriate supply of towels is always on hand and to track towel replacement rates.

Cart towels should not be used to wash golf carts or for general cleaning purposes in the *Cart Barn*. Appropriate cleaning supplies and tools are provided for this purpose.



Golf Cart Staging

Staging of golf carts is an important part of the preparation to serve members and guests playing golf.

Cart attendants will get a copy of the tee sheet each morning to see how many golfers are expected and at what times.

Cart attendants should stage two carts for each foursome expected, plus spare carts for an additional 3 to 5 foursomes (six to 10 extra carts). The busier the day, the more carts that should be staged.

On normal days carts will be staged in the staging area in front of the golf shop. See the Cart Staging Area diagram at Appendix B3.

For Monday outings, golf tournaments, and other special golf events, carts will be staged as directed by the Head Golf Professional.

Procedures

To ensure proper Cart Fleet Rotation carts will be pulled from the Cart Barn in numerical sequence starting with the next numbered cart after the last cart used the previous day.

Follow procedures found at Golf Cart Set-Up on page 56 to prepare carts for use.

When setting up and moving carts, you are expected to conduct a Pre-Operation Safety Check, found at Appendix A10.

In readiness for use by members and guests, carts will be parked in the staging area. Carts should be parked in the sequence to be used, i.e., the lowest numbered cart goes out on the golf course first. This will facilitate Cart Fleet Rotation.



Appendix A6 - Cart Barn Closing Checklist

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