



**Position** - Guest Services Attendant (Golf Operations)

**Hours:**

- Full Time - 30 to 44 hours per week
- Part Time - 15 to 29 hours per week

**Job Overview:**

The Guest Services Attendant is responsible for providing courteous and professional service to the members and guests of The Ridge at Manitou.

**General Responsibilities**

- Ensure effective and efficient completion of all duties assigned to the Guest Services team
- Provide the highest level of service to our members and guests
- Complete all the daily tasks & duties with consistency
- Utilize proper greeting procedures for members and guests
- Loading and unloading members and guests clubs from their vehicles
- Provide shuttle transportation for members and guests from the parking lot to the Clubhouse or Driving Range if necessary
- Clear the driving range of balls on a daily basis, clean balls, restock machine, and ensure the driving range is always kept neat and organized
- Effectively communicate with the Golf Shop, other Guest Service employees, Starter, Rangers and the Director of Golf over the 2 way radios (walkie/talkies)
- Direct all member and guest flow from the bag drop/cart storage area to the Driving Range, Clubhouse or Golf Shop
- Follow opening and closing procedures in the employee manual
- Assist with the coordination of all events
- Maintain a clean work area with a high attention for detail
- Learn and follow all employee policies and procedures
- Cart knowledge including safe cart operation, proper cart towing procedure, daily cart set up and organization, cart cleaning and storage procedures, steps for service procedure and safe charging procedure
- Back shop knowledge including club storage and cleaning procedures, rental club tracking procedure, lost and found policy, spike changing and shoe cleaning procedures
- Multi-faceted duties, meaning you will be called upon to perform Starter or Ranger duties at times
- Learn about all of the various rates, services and programs The Ridge at Manitou offers for both Golf Operations and F&B to be able to speak to members and guests about upcoming events, sales promotions, etc.



- Interact with dining room and kitchen staff to see how you can assist them with equipment, recyclable materials, wine/liquor bottles, kegs etc....
- Help F&B with dining room/patio/screened porch setup of tables and chairs whenever requested

### **Experience & Skills Required**

- Previous customer service experience would be an asset
- Excellent oral communication skills
- Positive interpersonal skills
- Able to work in a team environment
- Able to work alone at times
- Customer service focused
- Strong attention for detail
- Organizational skills

### **License/Qualifications**

- Smart Serve (must have before starting work)
- WHMIS training (will be provided during orientation)

### **Physical Requirements**

- Ability to speak clearly and effectively
- Frequent walking and standing
- Frequently lift or carry up to 25 lbs
- Occasionally lift or carry up to 50 lbs

### **Working Conditions**

- Mostly outdoor work depending on the weather or shift
- Cart storage area is sheltered but not heated. Warm clothing is required on cold days.
- Varied weather conditions can be expected at the Golf Course (sun, wind, rain)
- Varying schedule to include morning, afternoons, evenings and holidays
- The Club operates 7 days a week from approximately 8 am until 11 pm as of May 1 and closes the Tuesday after the Thanksgiving weekend. The Golf Course is open between 7 am and closes at dusk each day.