



## **Position** – Starter (Golf Operations)

### **Job Overview:**

The Starter is primarily responsible for the flow of golf traffic from the 1st tee in a timely fashion. The Starter is a key component of the Golf Operation. Offering friendly, personable, knowledgeable service to our golfers as well as being assertive and well organized are a few of the qualities required to be successful in this position. Regular communication with the Golf Operations team and the public is required.

### **General Responsibilities**

- Ensure all players and cart numbers are recorded on the Tee Sheet
- Be well educated with all course rules and policies at The Ridge at Manitou and ensure that these are adhered to by all golfers
- Ensure all groups tee off as scheduled and document the exact time of departure
- Welcome everyone to the Ridge at Manitou and ask them if they have played our facility before? If yes, welcome them back and explain any course changes that may have taken place. If it is their first time, educate them with all of the important information we provide first time players with (follow script provided).
- Point out that scorecards, pencils, and yardage guides are in the carts
- Explain the yardage guide, pin location and cart rules for the day
- Discuss our pace of play policy with all guests
- Explain our alcohol policy to all guests
- Discuss food & beverage options while on the course
- Take care of the course – ask all guests to please help us keep our course in beautiful condition by repairing all divots and ball marks and raking all bunkers
- Help in Guest Services or with other Golf Operations duties as 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
- Customer service focused
- Strong attention for detail
- Organizational skills

### **License/Qualifications**

- Smart Serve (must have within 90 days of starting work)