



### **Proshop Attendant:**

The position of **Proshop Attendant** entails excellent skills in customer services and sales. It also requires the knowledge of the game of golf and the ability to work with people.

### **Proshop Attendant Responsibilities:**

#### **Knowledge of Policies, Procedures and Programs:**

- Familiarize yourself with the New Brunswick Government Policies:
  - Confidentiality
  - No cellular phone at work
  - No internet for personal use (computers are for work only)
- Knowledge of all the merchandise and the services provided
- Understand how the game of golf works
- Knowledge of the **Pace of Play Policy**
- Understand the booking and the **Power Cart Rental Policy Book** (Example: 10 round pass)
- Understand and keep track of each member's power cart pass
- Understand the **Jencess Program** (Point of Sale and Reservation Program)
- Understand the Phone Procedures
- Activate and deactivate the alarm system
- Follow all the safety policies

#### **Administration:**

- Provide excellent customer service
- Work with office equipment (cash registers, debit machine, telephones, computers, printer and fax machine)
- Stand for long periods of time

- Able to lift and carry objects that could weigh up to 50 pounds (golf bags from Club Storage)
- Open and close the Proshop

**Jeness Program:**

- Understand the Jeness Program (Point of Sale and Reservation Program)
- Take information regarding tournaments and/or different activities
- Collect green fees
- Finalize sales
- Understand how to perform a cash "**close out**" at the end of each work shift
- Help with monthly and/or quarterly inventory checks
- Handle returns
- Book TEE times for members and guests

**Rentals:**

- Take reservations
- Rent power carts (single rider, members and non-members rates, 9 holes, etc.)
- Rent pull carts
- Rent golf clubs
- Assign power carts to members and guests

**Tournaments and Activities:**

- Assist in coordinating special events
- Create promotional sales posters for merchandise
- Create posters and/or signs:
  - Closest to the pin markers
  - Longest drives
  - Power carts (shotgun start)
  - Score cards (shotgun start)
  - Score sheets
  - Retrieve the posters and the signs on the course after the events
  - Driving Range signs, if needed
- Make the draw for Men's Night and Men's League
- Collect and calculate the score cards after the events
- Prepare gift certificates

**Merchandise:**

- Display and create visual attractive merchandis (important daily tasks)
- Set up retail displays
- Stock inventory
- Fill and display accordingly, the baskets of balls for the Practice Range
- Sell shop merchandise
- Pricing
- Rearrange the shoes, clothing, clubs and other merchandise in Proshop

- Understand golf equipment

**Cleanliness:**

- Ensure the Proshop floor and its fixtures are intact, tidy, presentable and ready for our guests
- Vacuum and dust the furniture and the merchandise
- Wash the windows, the doors and the shelves
- Clean the Club Storage area
- Keep the lunch area clean and clutter free
- Check to see if the lockers and the washrooms are clean
- Replenish the toilet papers and the paper towels in both washrooms, as needed
- Empty the garbage and the recycle bins in the Proshop and the office
- Communicate with the Backshop Attendant regarding the garbage being dropped off at the proper location
- Keep personal belongings in your locker or vehicle and not in the Club Storage (shoes, clothing, clubs, etc.)

**Backshop Attendant:**

- Help can be required when the Backshop Attendant is busy cleaning the clubs and returning them to the Club Storage

**Starter:**

- Communicate with the Starter for any changes to be added or deleted on the Starter Sheet

**Club Storage:**

- Check the playing schedules for the members using the Club Storage and help the Backshop Attendant by placing the members' clubs on the carts
- Lift and carry objects that could weigh up to 50 pounds (golf bags from the Club Storage)
- Help can be required when the Backshop Attendant is busy cleaning the clubs and returning them to the Club Storage

**Practice Range:**

- Fill and display accordingly, the baskets of balls for the Practice Range
- Make sure all the baskets are filled with balls, at all times
- If the Proshop is low on practice balls, communicate with Backshop Attendant and/or Marshal to pick up balls at the Practice Range
- Make sure all the baskets of balls are filled and ready for the following day
- Make sure to make a clean pick of all golf balls on the Practice Range, Wednesday evenings (the reason is that the grass on the Practice Range is cut every Thursday mornings)

Team Player:

- Keep yourself busy, at all times
- Help your colleagues, when your work is all caught up
- Treat staff, members and guests with respect, at all times
- Behind the counter is off limits to everyone else but the **Proshop Attendants**
- **We are a team! Helping out other employees is required, when need be**

Phone procedures:

- Answer the phones appropriately
- Book TEE times for members and guests
- Activate and deactivate the phones
- Learn the procedures on how to record messages



# Proshop Phones

**AM** When starting your shift make sure to activate the phones. Choose the bottom line and leave the handle on the cradle. Dial in the code (phone 1 = 2305, phone 2 = 2306) and the line will open. Finally press the **NOT READY** button.

**PM** When closing make sure to do the following: Press **Make Busy** button on the phones and this will activate the answering message.



**Only if you are calling out, the NOT READY button will be activated automatically. After calling, make sure to press the NOT READY button to activate the phone again.**

What not to do:

- No cellular phones at work (Government Policy)
- No internet for personal use (computers are for work only) (Government Policy)
- No wearing of caps, hats or sunglasses in Proshop
- No use of foul language
- Any disagreements amongst staff need to be addressed discreetly as soon as possible
- **NO ONE SHOULD BOOK A TEE TIME BEFORE THE APPROPRIATE TIME**
- Behind the counter is off limits to everyone else but the **Proshop Attendants**

### Work Schedules:

- Early days
- Evenings
- Weekends
- Holidays
- Shift work
- As needed

### HOURS OF OPERATIONS:

- **Off Season:** May 1st and after Labour Day
  - 7:00 am till closing
- **Season:** June 1st till Labour Day
  - 6:00 am Weekends till closing
  - 6:30 am Weekdays till closing

### DAILY ACTIVITIES:

#### Morning shift:

- Be at work 15 minutes prior to the beginning of your shift
- Deactivate the alarm
- Open the following doors:
  - Sliding glass door
  - Men's locker room
  - Ladies' locker room
  - Men's washroom
  - Ladies' washroom
  - Snack bar area for computer
  - Front door
- Turn on the computers
- Check your cash flow
- Communicate with the Backshop Attendant to make sure everything is ready for the day to begin (power carts, clubs for members, buckets of balls for Practice Range)
- Communicate with the Starter to make sure he has the proper starter sheet
- Make sure everything is in order
- Activate the phone lines at the appropriate time and not before
- **Answer the phones only at the opening hours and not before**
- Start your day and greet the public with a smile
- Make sure the Proshop is in the proper order for the afternoon shift (vacuum, dust, organize displays, clean windows and tidy things up)
- Organize the baskets of balls for the Practice Range for the afternoon shift
- Finalize your **"cash out"** and place the monies, receipts and reports in the safe at the end of your shift

## Good Job!

### Afternoon shift:

- Be at work 15 minutes prior to the beginning of your shift
- Check your cash flow
- Communicate with the morning employees before their shift ends to see if everything is in order
- Do the following at the end of your shift:
  - Make sure the Proshop is in the proper order for the morning shift (vacuum, dust, organize displays, clean windows and tidy things up)
  - Organize the baskets of balls for the Practice Range for the morning shift
  - Finalize your **"cash out"** and place the monies, receipts and reports in the safe at the end of your shift
  - Turn off the computers
  - **Deactivate the phone lines at the appropriate time and not before**
  - Communicate with the Backshop Attendant to see if his work is all completed before you lock up
  - Lock the following doors:
    - Snack bar area for computer
    - Men's locker room
    - Ladies' locker room
    - Sliding glass door
    - Men's washroom (**will be locked by MOCO Kitchen**)
    - Ladies' washroom (**will be locked by MOCO Kitchen**)
    - Front door (**will be locked by MOCO Kitchen**)
  - Activate the alarm and lock the Proshop door on your way out
  - Say good night to all the squirrels and the deer on the course!

## Good Job!