



Starter:

The position of a golf course **Starter** entails the control of the pace of play on the golf course by directing players to the first TEE at the appropriate times.



Starter's 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 the **Pace of Play Policy**
- Knowledge of all the services provided
- Understand how the game of golf works
- Activate and deactivate the alarm system
- Assist in the preparation and the planning of the daily golf activities and the tournaments
- Follow all the safety policies

Tournaments and Activities:

- Assist in coordinating special events

Responsibilities:

- Greeting the players as they arrive at the Starter Shed
- Maintain the Starter's area in a clean and orderly fashion, at all times
- Keep track of all maintenance needed on all carts and report this information to the Proshop Attendant and to the Maintenance Personnel
- Provide information regarding the course, the play time and other golf related issues
- Act as an information centre for golf and real estate development facts
- Verify that all revenues have been properly recorded by inspecting the Starter receipts for all players before they depart on the course
- Record the power cart number and the starting time of play for each group. This information will be helpful to the Marshal
- Inform all players regarding the **Pace of Play Policy**
- Arrange the players in the proper starting order and assign them the appropriate TEE areas, if need be
- Assign the carts, if need be
- Supply the players with the score cards, the pencils and the rules of play, if need be
- Advise the players and the caddies of the golf course conditions

Mactaquac

Pace of Play Policy:

moco
kitchen at mactaquac

TERRAINS DE GOLF DE
MACTAQUAC
GOLF COURSE

**Pace of Play: Please attempt to complete your round in 4 1/2 hours or less.
Our course Marshal will provide assistance, if necessary.**

1- Players are responsible to keep up to the group in front of them, at all times.
2- To be considered on pace, groups must be within 1 shot of the group ahead of them.
3- Groups unable to keep up will be moved to the appropriate position on the course.

At no time will the excuse "there is no one behind us" be accepted for not keeping up to the pace of play. Reason: the group behind you may be off pace.

Power Carts: Power carts are to remain a minimum distance of 40 feet from golf greens, at all times. Paths are to be used where provided.

Alcohol: In compliance with the New Brunswick Liquor Corporation Regulations, all alcoholic beverages consumed on the course must have been purchased at the golf course. Players are not permitted to bring their own alcohol on the course.

**Canteen: A phone and a menu is provided to the left on TEE # 9 for your convenience.
We encourage golfers to place their order to avoid any delays. (506) 363-4930**

PLEASE HELP STOP SLOW PLAY!

New Brunswick

SLOW PLAY



Knowledge, Skills and Abilities:

- Good communication skills
- Good interpersonal skills
- Good organizational skills
- Customer service experience
- Positive attitude and willingness to work in a team
- Knowledge of the game of golf

Cleanliness:

- Maintain the Starter's area in a clean and orderly fashion, at all times
- Empty the garbage cans and the recycle bins in the Starter's shed, if need be
- Drop off the garbage at the proper location
- Keep personal belongings in your locker or vehicle and not in the Club Storage (shoes, clothing, clubs, etc.)

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**

What not to do:

- No cellular phones at work (Government Policy)
- No internet for personal use (computers are for work only) (Government Policy)
- 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**
- **Staying in the Proshop, for any length of time, is NOT acceptable**

Work Schedules:

- Early days
- Weekends
- Holidays
- Shift work
- Work schedules may vary, so candidates should be able to work days, weekend or holiday shifts, as need be

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:

- Be at work 15 minutes prior to the beginning of your shift
- Deactivate the alarm
- Open the following door:
 - Starter's Shed door
- Place the clock at the appropriate location
- Communicate with the Proshop Attendant to make sure everything is ready for the day to begin
- Pick-up a copy of the Starter Sheet
- Keep additional score cards and pencils in the Starter's shed
- Give out the Pace of Play flyers to the golfers that you think may need this information
- Make sure everything is in order
- Start your day and greet the public with a smile
- Make sure everyone has a Starter slip and collect these slips for the Proshop report at the end of the day
- Keep the slips in order of time
- Give all the groups the information they should know about the course and the Pace of Play Policy
- Write the number of the power cart and the time they start on the TEE-TIME SHEET, this will help the Marshal with the Pace of Play
- Make sure you clean the front of the Starter's area before you leave
- Inform the Proshop Attendant that you are leaving for the day

Good Job!