



Marshal:

The position of **Marshal** entails excellent communication with golfers. It also requires the knowledge of the game of golf and the ability to work with people.

A “**Marshal**” on a golf course is an individual whose job it is to patrol a golf course, keeping the pace of play up and responding to golfers’ questions or concerns. During the tournaments, a Marshal’s job is primarily the crowd control.

SLOW PLAY: If golfers know a course has Marshals, they are more likely to police themselves. Slow play is a primary concern for Marshals, and some courses allow Marshals to force slow groups to move up, skipping part or all of a hole in order to speed up play.

Marshal’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
- Assist in the preparation and the planning of the daily golf activities and the tournaments
- Follow all the safety policies

Knowledge, Skills and Abilities:

- Good communication skills
- Good interpersonal skills

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

Tournaments and Activities:

- Assist in coordinating special events

Cleanliness:

- Maintain the Marshal's cart clean, at all times
- 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**

Responsibilities:

- Greeting the members and guests as he/she patrols the course
- Inform all the players regarding the **Pace of Play Policy**
- Communicate with the Proshop Attendant to make sure everything is ready for the day to begin
- Pick-up a copy of the Starter Sheet in the Proshop
- Check with the Starter for information relating to the time of play for all the players
- Check with the Starter for information on the TEE-TIME SHEET, relating to each players' power cart number (this will help you to identify the power cart with the players' names and will help you enforce the **Pace of Play Policy**)
- Be polite and friendly, at all times, when addressing the players
- Avoid any confrontation, if players are offended (use common sense)
- Advise the players that other players are playing behind them and they must follow the **Pace of Play Policy**
- Check the bathrooms on the golf course and replenish the paper towels and the toilet paper, if needed

Daily Activities:

- Be at work 15 minutes prior to the beginning of your shift
- Communicate with the Proshop Attendant to make sure everything is ready for the day to begin (supply of practice ball sufficient in the Club Storage)

- Make sure the Marshal cart has all the supplies needed for the day (rags, walky-talky, sand and seeds, water, score cards, pencils etc.)
- Start your day and greet the public with a smile
- Dry all the benches
- Fill water in the golf ball washers on the course
- Make sure the score card box is filled with score cards and pencils on the number 2 hole
- Using sand and seeds, fill the divots on all par threes and where needed
- Check with the Proshop Attendant to see if the Proshop is low on practice balls, you may be asked to pick-up the balls at the Practice Range
- Pick-up the golf balls, being soaked near the power cart cleaning shed and bring them to the Club Storage area
- Report occasionally to the Proshop Attendant regarding the Pace of Play, during the day
- Check with the Backshop Attendant if help is needed, when your work is all caught up
- Avoid any confrontation, if players are offended (use common sense)
- Advise the players that other players are playing behind them and they must follow the **Pace of Play Policy**
- Inform the Proshop that you are leaving for the day

Good Job!

Other duties as you are patrolling the course:

- Be polite and friendly, at all times, when addressing the players
- Dry all the benches
- Fill water in the golf ball washers on the course
- Make sure the score card box is filled with score cards on the number 2 hole
- Using sand and seeds, fill the divots on all par threes and where needed
- Check with the Starter for information on the TEE-TIME SHEET, relating to each players' power cart number (this will help you to identify the power cart with the players' names and will help you enforce the **Pace of Play Policy**)
- Check with the Backshop Attendant if help is needed, when your work is all caught up
- Check with the Proshop Attendant to see if the practice balls are needed for the players
- Pick-up the golf balls, being soaked near the power cart cleaning shed and bring them to the Club Storage area
- Report occasionally to the Proshop Attendant regarding the Pace of Play during the day
- Avoid any confrontation, if players are offended (use common sense)
- Advise the players that other players are playing behind them and they must follow the **Pace of Play Policy**

Mactaquac Pace of Play Policy:



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.

PLEASE HELP STOP SLOW PLAY!

(506) 363-4930



New Brunswick
Nouveau Brunswick



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

Who decides if a group is “slow”?

Our Marshals have total authority over the golf play. To avoid any confusion and to ensure that our policies are enforced in a consistent manner, the methods used to identify groups that are behind an acceptable pace of play are made as simple as possible. If you have fallen back, relative to the group ahead of you, you are behind! **Example:** if you TEE off immediately behind the group in front, you are expected to stay immediately behind that group, at all times, for the duration of your round. The pace of play is determined by your position relative to the group ahead, not the group behind. If the group behind you has fallen back, it means that the Marshal will be trying to get them back into the proper position. To move them into position, all groups ahead must first be positioned properly.

Why did the Marshal ask me to speed up? (1st contact with Marshal)

If you have been asked to pick-up your pace it means that you have been identified as having fallen back of the group ahead of you. This does not mean you are being singled out. Many groups may be asked to speed up every day. A group can fall behind briefly for many reasons such as a member of your group may have spent an extra couple of minutes searching for a lost ball, or your group may have had to wait a few minutes for a maintenance cart to clear a landing area. Of more importance, is a group that is simply taking too much time between shots and not being ready to play or are otherwise unaware they have fallen behind. In either case, the Marshal will likely know the reason your group has fallen behind. It is his job to remind everyone that they must keep up with the group in front.

What happens if our group cannot keep up? (2nd contact with Marshal)

The Mactaquac Golf Course welcomes golfers of all abilities, however, it is a condition of playing at this course that you play within the stated pace of play and do not fall back of the groups ahead. High handicap golfers do not have a monopoly on slow play. Many mid and low handicap golfers also have bad habits that can contribute to slow play. The Marshal will give your group fair opportunities to catch up to the group ahead of you (the number of opportunities will depend on how far behind you have fallen). If your group still is not capable of catching the group ahead, you may be asked to play a more forward TEE or pick-up your ball and move ahead into position. We want all our customers to enjoy a relaxing time on our course without feeling they are being pressured, but sometimes these actions must be taken to ensure unacceptable delays do not occur on the course.

Failure to follow the Marshals' instructions: (3rd contact with Marshal)

Failure to follow the Marshals' instructions could result in removal from the course

If there are Marshals, why is it slow today?

Staff do everything within their power to minimize the number of slow rounds on the golf course. There are however, on a few occasions, circumstances beyond our control that prevent this from happening. To Marshal, a large group of golfers during long and busy days requires cooperation from all of the players. If this is not forthcoming, your round may take longer through no fault of your own. For this reason, we can only guarantee our best effort to maintain pace of play and without help from all players cannot guarantee a specific pace of play.

What can I do to help the pace of play?

Everyone who plays golf has a responsibility to share the golf course fairly with other golfers. If you are falling behind, please use these simple tips.

Play ready golf:

- This means when the way is clear for you to shoot, be ready to shoot. Don't be concerned with whose turn it is to hit
- If there is a member of your group who is a shorter hitter, have them hit first
- Do not stop on a TEE area or green to have a conversation
- Keep playing and walking/driving while conversing, as the group behind you will be waiting for you to clear the landing area
- Don't spend too much time looking for a golf ball
- If you can't find it in a few minutes drop another and continue
- If you are using a power cart, walking to your ball to see which club you'll need, wastes a great deal of time. Take several clubs to your ball if you are not sure
- Keep up to the group ahead of you!

The Mactaquac Golf Course thanks you for your cooperation.