

OUTSIDE SERVICES

OVERVIEW OF RESPONSIBILITIES

The GVR Outside Service Staff (OSS) will provide an unparalleled level of consistent service to all guests who visit the property to ensure our goal of creating memorable experiences is consistently met. Meeting our guests with prompt, smiling, friendly faces from the moment they set foot on property until the time they leave is the GVR way. Maintaining the GVR standards of our golf cart fleet and all practice facilities is the final piece in exceeding our guest's expectations.

Duties include, but not limited to:

- Greeting each guest according to GVR standards, guiding them to their next destination, and sending them off with a fond farewell.
- Anticipate the guests' needs at all times.
- Exceptional teamwork and effectively communicating with all areas of our operation to ensure a seamless and enjoyable experience for each guest.
- Maintains an active role in understanding the overall golf operation, communication systems, procedures, goals and objectives of GVR.
- Properly communicating within all areas of staff regarding any weather-related issues (frost, snow, rain, ice, lightning, etc.) that might prohibit the start or continuance of play.
- Maintaining presentation standards with parking, cleanliness, and properly stocked items for all staged carts.
- Maintaining driving range set-up and presentation standards at all times.
- Cleaning, stocking, and parking golf carts properly.
- Understand and participate in daily cart rotation strategy, monthly cart detailing program, and overall maintenance.
- Maintain proper levels and cleanliness of practice balls throughout each day to facilitate the needs of all areas of the operation.
- All work areas kept clean and organized for increased safety and efficiency.
- Other reasonable duties as assigned.

EXPERIENCE / BACKGROUND REQUIREMENTS

Must be at least 16 years of age and have a valid driver's license. Previous experience in a golf related service position is preferred. Must be knowledgeable about the game of golf,

expectations of guests, and willing to learn the nuances of a golf operation at a first-class golf club.

SPECIAL QUALIFICATIONS AND ATTRIBUTES

Must have the following:

- ✓ Outstanding customer service skills.
- ✓ Effective communication, teamwork, and work ethic.
- ✓ Punctual, honest, trustworthy, and reliable in performing duties with minimum supervision.
- ✓ High-level of personal presentation, awareness, and organization.
- ✓ Must have an availability of a minimum of 2 days per week.
- ✓ Able to lift and carry up to 50 lbs.
- ✓ Can work variable weekdays, weekends, holidays, hours, and shifts up to 8-12 hours in length, if needed.
- ✓ Able to stand for extended periods of time.
- ✓ Adaptable to working outdoors in varying weather conditions (heat, cold, rain, snow, etc.).
- ✓ Safety conscious and responsible care of company property.