

STARTER

OVERVIEW OF RESPONSIBILITIES

Starters will provide an unparalleled level of consistent service to all guests of Green Valley Ranch Golf Club (GVR). The starter is the gatekeeper to control the flow of all guests going to and from the first tee. This part of our operation is crucial in helping achieve the biggest goal of GVR is met, creating memorable experiences.

Duties include, but not limited to:

- Responsible for starting every guest properly for their round of golf at GVR.
- Records exact times groups tee off, turn times, cart numbers, signatures, and enforces golf course policies in a professional and courteous manner.
- 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.
- Makes PA announcements for each group that is due to the tee and the next group that is 10 minutes from their tee time.
- Greets guests properly and in an efficient manner administers GVR's rules and guidelines outlined in the Starters Checklist.
- Perform "On-Course Host" duties when required to effectively manage 4-hour, 30-minute pace of play policy and to achieve a premiere on-course experience for all guests.
- Maintains an active role in understanding the overall golf operation, communication systems, procedures, goals and objectives of GVR.
- 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.

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 6-10 hours in length, if needed.
- ✓ Adaptable to working outdoors in varying weather conditions (heat, cold, rain, snow, etc.).
- ✓ Safety conscious and responsible care of company property.