



Guest Experience Ambassador

- Responsible for providing an unparalleled level of service to all guests of Green Valley Ranch Golf Club.
- Assist in the day to day operation of the Golf Shop and Academy.
- Scheduling and checking in guests.
- Ensuring all monies are properly accounted for and all transactions are rung into the cash register (POS).
- Assist in Tournament Operations, and Men's or Women's club events.
- Assist with merchandising and cleaning of Golf Shop fixtures and displays.
- Communicates and works closely with the Outside Service Staff and Starters to ensure a seamless and enjoyable golf experience for each guest.
- Maintains a thorough understanding of the overall golf operation, policies and procedures and the goals and objectives of GVR.
- Proper telephone etiquette.
- Communication with F&B and Grounds for daily happenings.
- Responsible for daily golf operations and supervision of facility and staff when professional is off-site and off-duty.
- Clean golf carts staged neatly and orderly with scorecard, pencil, sand & seed mix, bag straps clipped and trash free.
- Golf carts washed, dried, stocked and stored each night.
- Golf cart rotation strategy followed daily.
- Golf carts are detailed once per week and preventive maintenance performed on each cart on a regular basis.
- Range Balls cleaned after each pick & always on hand for GVR, Golf Academy and The First Tee.
- Bag stands and dividers moved daily to fresh turf and maintained neatly throughout the day.
- Range Den Caddies filled with balls consistently and constantly.
- Water buckets and club cleaners changed as needed with fresh water.
- Spike cleaners cleaned daily and areas kept clean and neat.
- Downstairs work area kept clean and organized for increased safety and efficiency.
- All trash, including downstairs work area, practice areas and golf shop exterior taken to dumpsters each night.
- Practice balls picked from driving range tee boxes and short game each night.
- During tournaments and as play dictates, greeting guests before and after play by guiding them to their golf carts, explaining the rules of the day, cleaning their clubs after their round and assisting them to the parking lot.

EXPERIENCE / BACKGROUND REQUIREMENTS:

Must be at least 16 years of age and have a valid driver's license. Previous experience as a golf shop assistant is preferred. Must be knowledgeable about the game of golf, the expectations of golfers, and willing to learn the nuances of a golf operation at a first-class golf club.

SPECIAL QUALIFICATIONS AND ATTRIBUTES:

- ✓ Outstanding customer service skills.
- ✓ Friendly, outgoing and personable.
- ✓ Polite and courteous towards fellow employees and guests.
- ✓ Able to communicate and work effectively with fellow employees.
- ✓ Able to keep work area organized and neat.
- ✓ Able to lift and carry up to 50 lbs.
- ✓ Able to work variable days, hours, and shifts up to 8-12 hours in length if needed.
- ✓ Able to work outdoors in varying weather conditions (heat, cold, rain, snow, etc.).
- ✓ Able to follow and carry out instructions.
- ✓ Able to use equipment with care.
- ✓ Safety conscious.
- ✓ Attentive to detail and the objectives of GVR.
- ✓ Be generally self-starting and responsible for high quality work with minimum supervision.
- ✓ Punctual, reliable, honest, and trustworthy.