

## Job Description: Golf Shop Attendant

Golf Shop Attendant is responsible for customer service and sales of golf merchandise and services. Our full-service golf club offers a championship 27 hole course, cart rentals, lessons, pro shop merchandise, club fitting and full service food and beverage. The Golf Shop Attendant performs a variety of duties including, but not limited to, customer service in the sale of golf services and merchandise, booking tee times, ensuring carts and other equipment are prepared and ready for rental, cleaning and stocking of the Golf Shop and other public areas, and monitoring and dealing with service issues on the golf course.

### **Responsibilities:**

- Provides excellent customer service, ensuring friendly and efficient service, recognizing regular customers and Members.
- Ensures proper POS entry of customers, gathering appropriate information and entering information as per the procedural guidelines to ensure consistency of information within the system.
- Properly checks in golfers, ensuring rounds are appropriately recorded and all rentals, other services and products are appropriately captured.
- Ensures Golf Shop and golf services are set up and ready for guest use (eg. Carts, rental equipment).
- Supports the set up and organization of the golf services aspects of tournaments, leagues, and special events.
- Identifies opportunities to provide suggestions to customers and suggest sales items, features and promote upcoming events.
- Collaborates with other Golf Shop and Outside Services staff to ensure excellent overall service levels.
- Ensures the cleanliness of the Golf Shop, rental equipment, stock rooms, and public areas, ensuring all appropriate health and safety regulations are met.
- Ensures proper opening and closing procedures are completed, including responsibility for ensuring proper opening and lock up of the facility.
- Answers general questions about overall golf club operations, where unable to answer questions, directs customer to appropriate contact.
- Follows golf course rules, regulations, and policies, directing questions to the Head Golf Professional for clarity, as required.
- Makes customers aware of applicable golf course rules, regulations, and policies in a professional and diplomatic manner.

### **Benefits:**

- Moon Lake Golf and Country Club privileges for the 2023 Season
- Pro Shop and Food & Beverage discounts
- Friends & Family golf passes with discounted rate

Please email your Application/Resume to Head Golf Professional Bobbi Brandon  
bobbib@moonlakegolf.com