



# Bag, Range, and Cart Attendant Training Manual



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## **Purpose**

The purpose of this training manual is:

- to train you in the knowledge, skills, and abilities necessary to properly perform your duties;
- to instill in you a strong service ethic toward our members and your fellow workers;
- to provide you with the tools and techniques to comfortably perform all assigned tasks;
- to prepare you for potentially difficult situations by providing you with the approved way of dealing with them.

## **Responsibilities**

The Head Golf Professional is responsible for properly and completely training you for your position. He has delegated the authority to train you to the Golf Outside Operations Manager.

It is your responsibility:

- to diligently apply yourself to mastering the material presented in this manual, and
- to notify the Outside Operations Manager of any difficulties encountered in the performance of your duties that might require modification of golf operational policies, procedures, standards, or training.

It is the responsibility of the Training Manager to review training material and programs to ensure that they meet the need of providing high quality training to you and your fellow employees.

## **Background**

A private club creates a special environment for its members. It is a place of refuge from the busy world around us. It is a place where friends and business associates can gather and enjoy the amenities of the Club. It is a place where members are known by name and those of us who serve them know their preferences and desires.

One of the primary amenities offered by the Club is the golf course. Golf is a challenging game of infinite variety and challenge, played in beautiful natural settings. The game of golf is steeped in history and tradition. It is very much a mental game, where strategy, concentration, skill, and risk accompany every shot. It is a game of decorum and rules where players are expected to police themselves in the best tradition of good sportsmanship.

Many of our members have joined the Club because of their love of the game and all it offers them. Our role as Club staff is to enhance their enjoyment and provide them with the highest quality golfing experience. This is done in many ways, from maintaining the course in immaculate condition, to providing a clean and well-equipped golf cart, to providing bag storage and clean and comfortable locker rooms.

Your role as a Bag, Range, and Cart Attendant is to attend to all the small details that add up to an unsurpassed golfing experience for our members and their guests. To do this properly, there are a many things you must know. We trust that after working through this self-study training manual, you will be equipped with all the necessary knowledge, skills, and abilities to do your job with grace, ease, and dedicated professionalism.

## **Appropriate Dress for Your Position**

The Club has established high standards for its operation. The pride you show in your dress, your personal grooming, and the cleanliness of your uniform reflect not only on yourself, but also on the Club.

The prescribed uniform for Bag, Range, and Cart Attendants is as follows:

- A Club golf shirt (provided).
- Khaki shorts, slacks, or skirt.
- White crew socks for males or bootie socks for females.
- Clean tennis shoes, running shoes, or sneakers.
- A Club logoed ball cap (provided).
- Optional: During cooler or inclement weather - a Club logoed rain jacket/windbreaker (provided).

### **Dress Do's and Don'ts:**

- Clothing must be clean and unwrinkled.
- Shirrtails must be tucked in.
- Please do not wear excessive jewelry or makeup.
- Wear your cap properly - not backwards. Caps with worn visors must be replaced.
- Skirts or shorts must not be too short. Hemlines several inches above the knee are acceptable.

## **Your Attitude**

Satisfying our members is not an easy matter. They expect high quality food, recreation, and service in a clean, friendly, well-maintained and operated environment. To meet their expectations you must have a keen commitment to our standards of service and the right attitude to make it happen.

The right attitude is the most important requirement for success in any endeavor. How you approach your work has a direct bearing upon the quality of your work and, more importantly from your standpoint, the enjoyment and the sense of satisfaction you derive from working here. If you dwell on the negative, your work and every aspect of your life will be negative. You must choose instead to see your work in a positive way and take pride in your contributions to the larger effort.

We feel strongly about maintaining a positive attitude. One sour, negative attitude can ruin the workplace for all of us. Our members don't need it and we don't need it. So we say with deep conviction,

"BE OF GOOD CHEER OR DON'T BE HERE!"

**Review I**

Give two of the purposes of this training manual.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

What are your responsibilities regarding this training material?

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

What is the prescribed uniform for your position?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List three "Do's and Don'ts" regarding your dress.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What phrase summarizes the Club's feelings about employee attitude?

\_\_\_\_\_

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