

## JOB POSTING – Mayfair Lakes Golf & Country Club

<b>Position Title:</b>	Outside Services	<i>With the towering beauty of the North Shore Mountains serving as a backdrop, Mayfair Lakes in Richmond is a genuine golf sanctuary, offering a secluded country ambiance that's just minutes from Vancouver. The intrigue lies in the abundance of lakes and waterways that come into play on 13 of the 18 holes, adding as much challenge as aesthetic appeal to the course. In fact, this 6,641 yard Les Furber design has had the privilege of hosting many national tour events, and continues to rank as a favorite among tour professionals.</i>
<b>Department:</b>	Golf Operations	
<b>Reports to:</b>	Head Golf Professional	
<b>Job Type:</b>	Seasonal, Full Time & Part Time	
<b>Application Deadline:</b>	March 31 <sup>st</sup> , 2017	

### POSITION OBJECTIVE

1. To ensure the proficient operation of the flow of guests.
2. To set-up outside services for success.
3. To ensure that exceptional guest service is provided and that our guests enjoy a great golf experience.

### STRUCTURE

**Reports to:** Head Golf Professional  
**Direct Reports:** Works with all Golf Operations Team Members

### DUTIES AND RESPONSIBILITIES

1. **Outside Services**
  - Ensuring that first personal contact with guests is smooth and inviting.
  - Helping guests with clubs, shoes, etc.
  - Directing guests on clubhouse features and other pertinent information.
  - Accurately signing out/in rental clubs for guests.
  - Setting up guests clubs on carts as required in an organized fashion
  - Directing guests to the first tee at appropriate times
  - Preparing for tournament groups in a timely and efficient manner.
  - Communicating with Golf Shop to ensure guest satisfaction and efficient timing.
  - Leading guests back to clubhouse and directing them through the clubhouse.
  - Helping guests load their clubs into vehicles as required.
  - Washing and properly storing golf carts.
  - Completing opening/closing duties on a daily basis.
  - Arriving on time and in a presentable fashion.
  - Attend to guest request as required.
  - Working effectively with other team members in all departments.
  - Assisting with large groups and tournaments to ensure that guests' expectations are exceeded.

- Attend to and maintain Practice Facility.

## **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES**

### **1. Technical Skills and Knowledge**

- Background experience in guest service
- Problem solving and decision making abilities
- Overall knowledge about the facility

### **2. Abilities**

- High level of organizational skills
- Exceptional communication skills
- Quick evaluation and decision making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude
- Ability to work in an unsupervised environment

## **WORK CHARACTERISTICS**

- May require heavy lifting.
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary
- Work will be mainly outside

## **COMPENSATION AND BENEFITS**

- Competitive hourly wage (commensurate with qualifications and experience)
- Golf privileges at all GolfBC facilities
- Discounts for Golf Shop purchases
- On and off shift discounts for Food & Beverage purchases
- Team uniform supplied

**Please send your resume and cover letter to:**

Head Golf Professional: Brian Coe  
bcoe@golfbc.com

**Posting closes:** March 31, 2017

## **OUR CORE STANDARDS**

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance