

JOB POSTING – The Okanagan Golf Club

Position Title:	Outside Guest Host	<i>The Okanagan Golf Club in Kelowna, BC, featuring The Quail and The Bear courses is one of the premier locations to play golf in the Okanagan Valley. The Okanagan Golf Club is seeking the services of an Assistant Golf Professional for the 2010 season. The successful candidates will be in a leadership role within the Golf Shop and must be familiar with the levels of service expected at a premium golf club.</i>
Department:	Golf Operations	
Reports to:	Outside Guest Host Supervisor	
Job Type:	Hourly, Seasonal	
Application Deadline:	April 15, 2019	

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: Golf Shop Manager, Guest Host Supervisor
Works Closely 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 guest's 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.
 - Greeting guests after their round.
 - Cleaning guests' clubs as required.
 - 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.

2. Guest Experience

- Ensuring that Team Members are trained to exceed guest expectations to 95% of met or exceeded expectations per the guest comment card.
- Developing a team that is knowledgeable and able to answer questions about the property and company.

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

Please send your resume and cover letter to:

Head Golf Professional: Lee Ranger
lranger@golfbc.com

Posting closes: April 15, 2019

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