



Position: Outside Guest Services Supervisor

Location: Morgan Creek Golf Course

Job Category: Golf Operations

Compensation: \$17.50-\$19.50 per hour

Description:

Morgan Creek Golf Course is looking to expand their Outside Guest Services Team. Qualified Candidates will thrive in a hospitality environment and be highly focused on providing superior service. Morgan Creek provides a fun and rewarding working culture with many benefits.

Benefits:

- Discounted green fees.
- 8-day advanced booking. Industry rate.
- Discounts on guest green fees.
- Discounts on meals on/off shift.
- Discounts on apparel/ equipment.
- Access to the practice facility including free range balls.

Key Responsibilities of the Outside Guest Services Supervisor:

- Manage and train our Outside Guest Services Team.
- Monitor and observe the day-to-day activities.
- Make sure all tasks are being completed correctly in a timely manner.
- Greet every guest you come across starting or ending their round.
- Assists with the overall upkeep of the clubhouse, cart storage area shoe cleaning and parking lot.
- Assists in the setup and execution of golf tournaments and outings.
- Provides sincere and courteous service to all guests with items such as bag handling and club cleaning.
- Maintains the cart staging area in a neat and orderly fashion, including the greeting centre/bag drop area.
- Maintains the cart storage area and cart wash down area in a neat, clean and orderly condition.
- Prepares golf carts for play following the standards of Morgan Creek Golf Course.
- Assists in educating players regarding course policy, current cart policy, speed of play and so forth.
- Assists players by changing their golf spikes, if needed.
- Performs range maintenance such as: presenting practice facility with practice balls, picking up baskets, and maintains ball inventory over the course of the day.
- May direct start of play.
- Maintains accurate records of golfers renting clubs.
- Services the customer who is renting golf clubs and cleans rental clubs upon return.
- Assists with food and beverage activities.
- Incorporates safe work practices in job performance.
- Performs other duties as required.

- Must work opening shifts, mid shafts and closing shifts as scheduled.

Minimum Qualification for the Outside Guest Services Supervisor:

- Must have high school education; or up to one month related experience or training; or equivalent combination of education and experience.
- Valid Driver's License is required.