

JOB POSTING – Nicklaus North Golf Course

Position Title:	Player Assistant – First Tee Host	<i>Snowcapped peaks, a brilliant emerald-colored lake, majestic fir trees, and fresh, invigorating mountain air. This is the setting that inspired the great Jack Nicklaus to create a course as unique as himself. This par 71, 18-hole course winds along a gentle valley floor offering you a spectacular setting as your golfing skills are tested to the fullest. Just minutes from Whistler, British Columbia, Nicklaus North stands out as one of the great courses in North America. It's no wonder this is one of very few elite golf courses in the world to which Jack has been inspired to add his name. Nicklaus North is owned and operated by the GolfBC Group - golfbc.com.</i>
Department:	Golf Operations	
Reports to:	Golf Operations Manager, Guest Services Supervisor and Director of Golf	
Job Type:	Seasonal, full-time May - October	
Application Deadline:	April 15, 2018	
Start Date:	May 4, 2018. Flexible.	

POSITION OBJECTIVE

1. To control flow of guests on the tee and on the golf course.
2. To ensure desired pace of play is achieved.
3. To inform guest of golf course features.
4. To ensure that exceptional guest service is provided and that our guests enjoy a great golf experience.

DUTIES AND RESPONSIBILITIES

1. **Player's Assistant**
 - Maintaining records of each group in relation to pace of play.
 - Speaking with each group to ensure guest satisfaction.
 - Tending to guests needs as required.
 - Ensuring that guests are conforming to golf course policies: Dress Code, Pace of Play, Cart Paths, and General Etiquette.
 - Monitoring wildlife on the golf course.
 - Working closely with starter, guest hosts, and golf shop to maintain communication and daily updates.
 - Providing assistance to Refreshment Stand as required.
 - Completing opening/closing duties on a daily basis.
 - Arriving on time and in a presentable fashion.
 - Attending 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. **First Tee Host**
 - Greeting guests as they arrive at the first tee.
 - Informing guests of golf course features and procedures.
 - Noting group names, cart numbers, number of players, and actual time of tee-off.

- Maintaining detailed communications with Guest Hosts, Player’s Assistant, and Golf Shop.
- Ensuring guests have everything they need to make the experience great: divot tools, ball markers, scorecards, pencils, bug spray, sun screen, yardage guides, etc.
- Offering advice to groups as required: appropriate tee boxes for skill levels, expected pace of play, location of Refreshment Stand and washrooms, cart path rules, etc.

3. 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.

Technical Skills, Knowledge and Abilities

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

TO APPLY

Please send your resume and cover letter to:
Andrew Smart, Director of Golf
asmart@golfbc.com
Posting closes March 31, 2018
Start Date: May 4th - Flexible

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