



2023 Starter/Ranger Meeting: 10am on Saturday, March 11th

1. Introductions

2. What is new?

- Time clock - Picture based
- Bag Policy – Any bags or to go food taken out of the building must be checked by a manager.
- Cell Phone Policy – Building wide policy coming soon.
- Help with chairs and table set up for large outings.

3. Dress code:

- Provided by the club:
 - Blue Levelwear shirts,
 - Grey Cutter and Buck light jacket,
 - Khaki caps,
 - Shared Cutter and Buck heavy winter coats
 - TGC wide brim hats ok
- Employee provides:
 - Khaki pants or shorts if over 85
 - Athletic/golf shoes. No loud colors.

4. Ranger Training

5. Starter Training

6. Ipad/Tee Sheet Training

7. Questions and comments

Starter Procedure

The starter's primary duty is to make sure groups are ready to go at their designated starting time and to make sure all players are registered in the golf shop, properly recorded on the starting sheet and paid for their riding cart or pull cart if applicable. And to make sure that groups are properly spaced off the 1st tee. Other responsibilities include: picking up trash and range balls from the 1st tee/putting green area and properly working the radios. New – Make sure people walk down #18 to get to the Northwestern area. Do not let them walk by the pumphouse.

Morning Routine for Starters

1. Arrive at your scheduled start time (30 minutes before the first tee time) and punch in.
2. Obtain fully charged iPad. And a hard copy of the tee sheet to note actual starting times and cart numbers. Call weather line (847-832-6455) AND check in with the golf shop for any special rules for the day. Such as outings, cart regulations, frost delays, etc.
3. Check to make sure radio and iPad was properly charged overnight and is working.
4. Pull a cart from the cart barn. Please don't get one from the bag drop.
5. Make sure there are extra scorecards, pencils, wooden nickels and tees in the proper area around the first tee. Refill sand and seed bottles at the first tee in the morning. If the podium is not stocked from the night before let Ethan know so he can give the feedback to the closer.
6. Make sure your name tag is on and is straight.
7. The Glen Club uniform must be on the outside at all times. Shirt, windbreaker or heavy coat.
8. Ranger will put out yardage on #4 when they arrive.

Routine with Each Group

1. Hit refresh on iPad to make sure you are always viewing updated data.
2. Pair up singles and doubles on busy days. Don't force singles and twosomes together on slower days. If we are behind on the first tee or can get more players out, then make it mandatory.
3. Welcome groups as they approach the first tee by introducing yourself. Politely ask for the group's name and their tee time and welcome them to the club. Continue to use the group's names as you address them and let them know of any course provisions or course conditions for that day.
4. **Make sure to get an accurate picture of who played and who is paying if it is a member group that did not check into the golf shop! Don't be afraid to ask.**
 - a. Important to get family information during family golf time. I.E. confirm if the guests are family members or not.
 - i. A family member is defined as a spouse or a child under 25 years of age.
 - ii. Family golf times defined on separate handout
5. Offer any all groups (but mainly non-member groups) a divot tool. Stress the importance of replacing divots and fixing ball marks.
6. Hold groups at the first tee until the group ahead has hit their second shot OR 10 minutes has passed since the previous group went to the tee. This insures that each group starts off with good spacing. A good starter will continue to speak with the group and monitor the

group in front of them to keep the group occupied. This procedure helps to make sure that each group gets off to a smooth start.

7. Keep an accurate record of:
 - a. Actual starting time for each group on the tee sheet.
 - b. Document cart numbers with the **NAMES** of the individuals within the group. This information is critical should we need to get a message to the group or track any issues with the group – such as poor behavior, cart damage, billing, etc.
 - c. Note if walking or riding by:
 - i. If the player was a walker place a W next to their name on the tee sheet.
 - ii. If the player is a rider, place an R next to their name on the tee sheet.
8. Communicate with the shop if we are not on time at the first tee.
9. Record finishing times off of 18 when you can.
10. Collect walking sand and seed bottles after play. Member are not to keep the bottles in their bags.

Starter Speech

Good morning (Gentlemen/Ladies) and welcome to The Glen Club. My name is (your name) and I'll be your starter today. I would appreciate your attention as I go over a couple quick bits of information.

1. Our expected pace of play today is 4 hours and 20 minutes. This is a firm pace of play and it will be enforced by our rangers. Our rangers today are (name and name). They are here to help you and ensure your round is timely and enjoyable. You can also keep track of your pace by looking at the GPS in your cart.
2. If your ball goes in the tall native grass, please limit your ball search to 3 minutes. It is extremely long right now, so finding the ball is going to be a real challenge. You may play the lost ball as a lateral hazard. Take a drop, add a stroke and move on with your round.
3. Cart rules, maintenance on the course and **recommended tee box sign**.
4. The pin placement is (pin number).
5. Offer them a divot tool and stress the importance of filling divots and fixing ball marks.

I will let you know when you can make your way over to the first tee. Thank you for playing at The Glen Club and have a great round.

Evening Routine

1. Leave starter's podium clean and stocked for the next day. Put cover on podium/paper goods in plastic.
2. Refill sand and seed bottles.
3. If the morning and afternoon starters keep separate tee sheets, please consolidate the two sheets. Leave the copy on Ethan's desk.
4. Properly charge radio and iPad.

Most Important Items:

1. **Be warm and friendly**
2. **Get groups to the first tee on time.**
3. **For member groups:**
 - a. **Find all member's names regardless of what the tee sheet says**
 - b. **Find out who is paying for guests**
4. **Keep a great tee sheet. Member guest names, cart numbers, start times.**
5. **Space groups evenly.**

Additional Starter Responsibilities:

1. Take out trash when full.
2. Remove range balls and trash from putting green.

Ranger Procedure

Before Your Shift

1. Arrive at you scheduled start time. Punch in.
2. Obtain the day's tee sheet, Pace of Play matrix and for any special rules for the day. Such as outings, cart regulations, frost delays, etc.
3. Check to make sure radio was properly charged overnight and is working.
4. Make sure your name tag is on and is straight.
5. The Glen Club uniform must be on the outside at all times.
6. Grab the industrial size divot repair tool on slower days.
7. Check in with starter. Communicate about potential problem groups.
8. Morning ranger please make sure the distances are updated on #4 sign.

Ranger Responsibilities

1. Monitor Pace of Play
 - a. Consistent communication with starter
2. Monitor Weather conditions
 - a. Know evacuation plan when inclement weather is near
3. Course Playability
 - a. Broken sprinkler heads, wet spots, turf damage
 - b. Alert golf shop if something on the course needs attention

4. Monitor and Clean-Up
 - a. Trash cans. Change trash can liners
 - b. Monitor Bathrooms
 - c. Monitor water coolers on hot days
 - d. Monitor sand and seed levels in bottles and on par 3s
5. Monitoring and refilling water cooler levels on hot afternoons.
6. Assisting with on course set up for outings.
 - a. Setting up light plastic tables and chairs on the course when no F&B is involved.
 - i. F&B dept. will set up tables and chairs when F&B is involved.
7. Fix ball marks and replace divots on slow days.
8. Assist F&B in running food and drink to guests. Bev cart and halfway will have radios again this year.

Handling Slow Groups

If you have monitored play and communicated properly with the starter, identifying a potential slow group should be relatively easy. It is important to locate these problem groups as early as possible. Our method of handling a slow play group is a three step process. Remember you always want to be friendly and courteous. Simply making yourself visible on the course should be enough for most groups to watch their pace of play. **But never hover!** Lastly, remember that you do NOT need to talk with a slow group if there is no other groups behind them.

STEP I:

If you spot a group that has fallen behind the POP schedule, bring it to their attention in a polite and friendly manner. Let them know that they are slower than the required pace, and ask them to try to make up some time. Remember to check your pace of play chart. Just because a group is one hole behind does not mean they are not keeping the proper pace. The group in front may just be playing extremely fast. Additionally, confirm the group's starting time with the starter and use pace matrix. Also, remember DO NOT tell them to catch up, ask them to catch up. (*"Mr. Jones, can I ask you to do me a favor? Can you keep an eye on your pace of play? You guys are 6 minutes behind our standard pace of play. Thanks so much"*) Check back with the group in about 15-20 minutes to see if they have made any progress on catching up.

STEP II:

When you return and find they have not caught up or have actually fallen further behind, the ranger will need to address the situation again – this time, offering some solutions to help speed up pace of play. ADVISE: Time them on a hole. So next time you talk with them you can say....*"Looks like you lost another minute playing #8 and you are now 7 minutes behind."* The more specific you are the better.

REMEMBER – your job is not to confront players, but work with them to get them back on pace. If players are non-responsive or confrontational, remain polite and courteous, and report the problem to the professional staff. In addition, stay in communication with the groups behind to let them know that you are working on the situation and thank them for their patience. Communication with the groups behind is extremely important.

STEP III:

If a third approach is necessary, the professional staff should be involved when possible. The professional should take an appropriate action based on the circumstances. Remember, the pace of play is a team effort, and the key formula for success is communication.

Dos and Don't

Do – Speak to groups in terms of minutes ahead or behind pace

Do – Monitor the course driving backwards

Do – Be aware of golfers at all times when driving the course

Do – Keep interactions with guests short and friendly

Do - Help look for lost balls and fix ball marks

Do – Be visible driving around

Do – Move up the tees on trouble holes, hard holes and into the wind holes (ideally before the first group comes through and never when there is a competition happening on the course)

Don't – Tend flags

Don't – Send groups messages when you can speak with them directly

Don't – Go onto the green when members or guests are on the green for any reason

Don't – Talk about falling behind the group in front

Don't – Hover around slow or problem groups

Don't – Confront groups that are behind pace when there is no one on the course behind them

New for 2022

1. 9-minute intervals the first hour of the day during the mid-season.
 - a. All groups playing in the first hour will be expected to play in under four hours.
 - b. The morning ranger will come in earlier than they have in the past.
 - c. Carts will still be on 4 hour 22 minute pace, so we will have to make groups aware of that.
 - d. We WILL be strict with the 4 hour pace. If a certain group can't play that fast they will need to tee off later in the day next time.
2. Member back 9 program trial
 - a. Members and their guests will be able to play the back 9 early in the morning
 - b. Only two or three groups allowed daily.
 - c. 9 holes ONLY
 - d. The course will not be prepared
 - e. We will instruct all of these members to check in the golf shop because we will not staff an additional starter at #10 but might need help from ranger once they arrive.
 - f. If the logistics of this don't work then we will do away with the program