

JOB DESCRIPTION-CADDY SHACK
INDIAN HILLS GOLF COURSE OF YUMA

2-8-99 HPRAI POLICY, Rev. 2-15-16

This position shall report to the Caddy Shack Liaison, as appointed by the Board.

The Caddy Shack Coordinator (CSC) shall have the authority, accountability and responsibility for all Caddy Shack operations as outlined in this policy. This authority shall not go beyond what is written policy for this position of Caddy Shack Coordinator.

NO use of drugs or alcohol, or being under the influence of drugs or alcohol, by any employee of HPRAI during working hours will be allowed or tolerated. Violation of this policy may result in immediate termination.

Caddy Shack Coordinator duties shall include, but not be limited to, the following:

- CSC shall coordinate all Caddy Shack Operations on a daily basis, whether on-site or not.
- CSC will schedule other Caddy Shack employees and be flexible to cover any vacant shifts and/or reschedule other employees to fill the vacant shift.
- CSC shall make sure the Caddy Shack is open the designated hours set by the Board of Directors with logical parameters dictated by weather and unusual circumstances. Always consult the calendar ahead for events that need to be planned for, such as tournaments, activities days, etc.
- CSC will be responsible for teaching and training all employees, so they can carry on with daily operation of the Caddy Shack in Coordinator's absence. Also train employees in proper handling of members, guests, and vendors that come into the Caddy Shack, including being pleasant, helpful, and courteous. Train them on proper telephone answering and responses, such as "Good morning or good afternoon", "this is [name], how can I help you?", "please" and "thank you". Always keep information and messages written down.
- CSC will hire other employees for the Caddy Shack. Their hourly wages will be determined by the Board.
- CSC will be responsible for hiring someone to pick up range balls as often as needed. Wages paid to this individual shall be taken out of the daily receipts and documented for reconciliation.
- CSC will order all concessions for the Caddy Shack and properly document all purchases. Invoices shall be delivered to the Board Treasurer for payment.
- CSC will work with the Caddy Shack Liaison on ordering of soft goods, golf supplies or equipment.
- CSC will be responsible for inventory control, stock rotation, concessions ordered and sold and reports for same.
- CSC will notify the Caddy Shack Liaison when any form needs to be reordered. CSC will keep request forms copied for use and filed, and shall provide copies of completed request forms to the Caddy Shack Liaison for the Board.
- CSC will have on file in the Caddy Shack: a paid members' list, cart shed list, tournament schedule, the Policy and Procedures Manual and any tournament flyers.

- CSC will communicate regularly with the Course Superintendent, other Indian Hills employees, Caddy Shack Liaison and the Board of Directors.
- CSC will supply a report to the Caddy Shack Liaison for the regular Board meetings. The CSC will not be required to attend all meetings, but may be requested to attend certain meetings.
- CSC will be responsible for daily cleaning of rental carts and moving them back and forth from storage. CSC will coordinate with the Course Superintendent the daily and yearly maintenance, battery charging, and fueling of the rental carts.
- NO SMOKING is allowed in the Caddy Shack.

Duties listed below are for ALL CADDY SHACK EMPLOYEES, including COORDINATOR:

- All CSE will take direction from CSC or Caddy Shack Liaison if Coordinator is unavailable and will follow schedules as designated. If work hours need to be rescheduled, notify the CSC immediately so other employees can be scheduled to work in your place.
- All CSE must be able to listen, be pleasant, and maintain a positive attitude. Create and maintain a pleasant Caddy Shack atmosphere. Be pleasant to all fellow workers, members and guests and maintain a positive relationship with these same people.
- All CSE must know all Caddy Shack operations, rules and regulations set by HPRAI policy and procedures on day-to-day functions.
- All CSE on duty will collect all daily fees, such as, but not limited to, cart rentals, green fees, and range ball sales.
- All CSE will ensure that all members and guests sign the register book.
- All CSE will make the Policy and Procedure Manual available to anyone for review and reference.
- All CSE will politely help someone with a complaint, comment or suggestion by giving them a comment form to fill out. If they are upset, stay calm, speak slowly, and be courteous. Thank them and tell them we appreciate them taking their time to fill out a comment form. If they do not want to fill out a form, you can do so yourself with the information you have.
- All CSE will follow established opening and closing procedures and instructions. This will assist with all day-to-day operations of the Caddy Shack, some of which follow in this list of duties.
- All CSE will be responsible for the sale of soft goods, golf supplies, or equipment and reports of same during their designated schedule of work.
- All CSE will learn to check in vendor deliveries and check against invoices. Credits of merchandise shall be verified with a signature of the vendor giving credit.

- All CSE when requested to do so by CSC will be responsible for taking inventory of all concessions and soft goods, golf supplies, and equipment. This will be done at intervals requested by the Caddy Shack Liaison, with a report of such given to the Caddy Shack Liaison by the CSC.
- All CSE will be required at the end of each day to reconcile cash, be accountable for said funds, and deliver a daily report and cash to the Board Treasurer.
- All CSE will provide, upon request, a form for tournaments or activities days and assist in completing the form as necessary. CSC will be responsible for obtaining signatures for these request forms and present forms to Caddy Shack Liaison for Board approval, all in a timely manner.
- All CSE will assist CSC or Tournament Director in preparation for any and all tournaments. CSE will receive phone calls for tee-times, and record in writing any messages for tournaments, help with flyers, flight sheets, flag prizes, or any other duty requested of the CSC or Tournament Director.
- All CSE will keep the Caddy Shack locked at all times while it is unattended. If you take a break, post a sign on the door that says "will be right back".
- All CSE will be required to check in and out with their own time cards.
- All CSE will be responsible for keeping the Caddy Shack clean. All countertops cleaned daily, keep copy machine and computer as dust free as possible, door window cleaned daily, bulletin boards organized with help from men and ladies leagues, floor vacuumed at day end, refrigerators and coolers kept clean and stocked, and patio swept daily and patio tables cleaned when restaurant is closed. Trash removed from inside of Caddy Shack to outside trash that will be picked up by outside employees. Cleaning supplies will be paid for from Caddy Shack operation.
- All CSE will address with the violator any infractions of course rules as they see them happen or if reported by another person. CSE will report to CSC or a Director if this person has repeated infractions or if infractions are major.

**THE BOARD OF DIRECTORS RESERVES THE RIGHT OF EXCEPTION, ACCORDING TO THE BY-LAWS,
OR ANY FEDERAL JURISDICTION OR POLICY THAT WOULD APPLY**