

# Stonebriar Country Club Golf Operations Policies and Procedures

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## Welcome to Stonebriar Country Club

We would like to welcome you to Stonebriar Country Club. This manual will introduce you to our policies and procedures of the outside golf operations. As an employee of Stonebriar you will be expected to know and follow these policies and procedures each and every time you are on the property. As a member of our team you are always a reflection of the club and expected to act in a manner that is appropriate. We expect you to treat our members, guests and fellow employees with the utmost respect and integrity. Please take the time to read and understand the following material to better familiarize yourself with your employment here at the club.



# Chapter 1

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*Golf Staff Policies*





## Attendance and Punctuality

Your attendance and punctuality is expected on a daily basis. If you are going to be late or absent you must contact your supervisor or the golf shop at least three hours prior to the start of your shift. Do not rely on the receptionist, fellow employees, relatives, text messages or email to notify the proper person. A record of repeated tardiness and/or missed work days without prior approval may lead to disciplinary action, up to and including termination.

## Personal Appearance

All employees should show pride in their personal appearance. It is essential to maintain cleanliness of one's body, including hands, hair, nails and breath. Clothing should be clean and wrinkle free, shirt tails tucked in, shorts or slacks shall be worn with a belt.

## Uniforms

Uniforms are provided by the club for employee use. These uniforms are strictly for work use only and are not to be worn as personal clothing. These uniforms should be clean and free of wrinkles at the beginning of your shift. Shirts that are provided shall be the only shirts worn during work shifts. Shorts and slacks are provided as well. You may wear shorts or slacks of your choice given they are the same color and style of the provided uniform. Footwear should be white athletic shoes with minimal decoration. Staff headwear is provided for you by the club. This staff headwear should be the only headwear allowed unless given prior approval from the Director of Golf.



## Nametags

Nametags are provided to you by the club. Your nametag is considered part of your uniform and must be worn at all times during your shift. Your nametag shall be worn in the center of your staff shirt on the button placket.

## Internet and Cell Phone Usage

Internet and cell phone usage will only be allowed in an emergency, unless approved by your supervisor. Cell phone usage during your break is acceptable.

## Meal Policy and Break Periods

Breaks will be given to employees after four consecutive hours of work. You will be allotted 15 minutes for each break. Employees working six or more hours in a shift are entitled to a 30 minute lunch/dinner break. Anytime a break is taken it is mandatory to clock out before and clock back in after your break.

## Reporting Accidents or Damage

It is mandatory to report any accident in which fellow employees, members or guest are involved immediately to your supervisor or manager on duty. If you notice any damage done to club property by fellow employees, members or guests report directly to your supervisor and document the damage incurred.

## Proper Conduct

As an employee of Stonebriar we expect you to conduct yourself in a manner consistent with the club. Stonebriar expects you to:

- Strive to exceed member and guest expectations.
- Respect and treat people in a professional manner with honesty and courtesy.
- Follow club policies and procedures.
- Respect club property.
- Observe safety procedures.
- Maintain accurate logs.
- Always obey the law.





# Chapter 2

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*Outside Golf Staff Procedures*



## Member Relations

It is expected you will treat each member or guest friendly with respect and a smile. As a member of the outside staff you are the first and last person to interact with these people. We implore that you utilize our Three Steps of Service. Greet members with a warm welcome, create a magic moment while they are on property and give them a fond farewell as they are leaving. When members or guests arrive on property we ask that you:

- Greet each member or guest at their vehicle with a warm welcome.
- Offer any assistance.
- Collect golf clubs and accessories if present, or call for a member's bag from the bag room on your radio.
- Drive the member or guest to their desired area.
- Inquire to any needs the member may need.
- Report any special needs to you supervisor.
- Keep concierge area clean and stocked



## Golf Car Cleaning

It is required that every golf car be presented in a fashion appropriate for Stonebriar Country Club. Golf cars should be (refer to images in car staging area):

- Washed thoroughly with the power washer.
- All trash and debris removed.
- Golf car wiped dry with a towel.
- Windshields cleaned with window cleaner.
- Cubby holes and dash board cleaned and armor all applied.
- Tires clean and armor all applied.
- Bag straps looped and clasped.
- One towel in each cubby hole.
- One scorecard with Stonebriar logo facing out and a pencil in the steering wheel.
- One wet towel on each side.

## Golf Car Staging

Our golf car staging area is located just outside the golf shop and is a focal point of our operation. We expect this area to be clean, free of used golf cars and cars lined up and spaced about three feet apart. Cars are to be fully stocked with:

- Cooler one half full of ice.
- One scorecard folded properly with Stonebriar logo facing out.
- One pencil on the right side.
- Tee slots are full of tees.
- Two dry towels, one in each cubby hole.
- Two wet towels on each side of the dash board.
- Sand bottles facing down and full of sand.
- Bag straps clasped.
- Floorboards are free of debris.
- Advertising placards are centered and present.
- Pin sheets are present.

Refer to the pictures below for clarification.





## Golf Car Maintenance

Golf cars will need maintenance performed from time to time. PLEASE DO NOT ATTEMPT TO REPAIR THE GOLF CAR YOURSELF. Place a tag on the steering wheel describing the problem and park the car in the area labeled “For Repair”. Our mechanic will perform all repairs needed. There are preventative maintenance procedures that you will perform on an as needed basis. These are:

- Maintain tire pressure as needed.
- Replace broken or cracked sand bottles.
- Replace broken or cracked windshields.
- Replace broken or cracked hub caps.
- Wax and buff out scratches.
- Wash batteries with power washer.

## Practice Area Staging and Maintenance

The practice area is used by members and guest for practice, lessons and warm up. This area is a high traffic area and demands attention. We expect this area to look the same at all times throughout the day as it did when we first open. Areas that need to be maintained are:

- Hitting areas should be free of loose balls and trash.
- Den caddies (ball holders) should be full of practice balls.
- Alignment rods are present and on the bag stand.
- Bag stands are aligned and properly spaced.
- Border ropes are lined up properly.
- Range furniture is straight and clean.
- Coolers are present with wet towels.

These areas should be checked every 30 minutes and cleaned immediately. When needed the practice area should be picked for golf balls. This equipment is operated only by trained employees. Please do not attempt to use this equipment until properly trained.



## Bag Room Management

Members of Stonebriar have the option storing their golf clubs in our storage facility. These clubs are our responsibility while under our care. These clubs should be treated with care and properly cleaned and stored each and every time. All sets of clubs are to be logged out when the member needs them, and logged back in upon arrival to the bag room. Upon return clubs should be:

- Grips and clubheads cleaned.
- Bag wiped down.
- Clubs inventoried.
- Clubs replaced to the correct storage slot
- Clubs logged back in by the employee.

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