



## Golf Services – Guest Services Attendant

At Eagle Ranch, we deliver an exceptional golfing experience and every team member is inspired to exceed expectations. Our approach to resort development and operations is simple, we strive to provide the ultimate guest experience, which means hiring and retaining employees who strive for excellence in all they do. This is not extraordinary for us; it comes as second nature to every member of our team.

Reporting to the Golf Shop Manager – **Guest Services Attendant** will provide exceptional guest satisfaction through the delivery of superior customer service upon guest arrival. You will enhance guest experience through an efficient check-in and departure process.

### **Essential Functions:**

The Guest Services Attendant will handle guest tee time arrivals and departures with efficiency and professionalism, be able to answer questions on rates, resort facilities, products, services and special promotions. The Guest Services Attendant will obtain and demonstrate excellent golf course knowledge.

- Responsible for effective execution of opening procedure including staging golf carts and driving range setup
- Prepare driving range daily based on season. Ensure range ball supply is refilled periodically based on demand
- Ensure Driving Range club washers are cleaned and refilled daily
- Responsible for organization of carts for guest arrivals; placing cart signs in holders, record all cart numbers on tee sheet.
- Ensure that cart numbers are communicated to Golf Shop for completion of Golf Cart Waivers
- Ensure that carts are properly equipped per Eagle Ranch standards
- Greet all guest arrivals warmly and professionally ; open entry doors for guests entering clubhouse
- Place golf bags securely on golf carts and endeavour to clean all clubs prior to the guest round
- Greet all guests departing Hole #18; ensuring that clubs are cleaned and clubs are carried to guest's vehicle
- Daily range maintenance including manual and mechanical retrieval of range balls
- Ensure the range picker has gas and ball washer is properly cleaned
- Ensure thorough cleaning of returned golf carts which includes preparation of cart for following day
- Ensure cart area is maintained in a clean and tidy condition.
- Regular inventory and cleaning of Rental Club fleet. Ensure adherence to club rental program
- Ensure that front entrance to Clubhouse is always immaculately tidy
- Daily and periodic organization of play equipment at south of Clubhouse
- Assist with the successful execution of tournaments and events, including knowledge of Uplink GPS and Leaderboards
- Assist with reporting of cart and on-course incidents,
- Demonstrate professional radio etiquette
- Answer inquiries of golf and food & beverage products. Be familiar with the properties, amenities and surrounding areas.
- Handle all guest special requests in a professional manner and ensure accurate information is provided to customers
- Other duties and tasks as assigned

### **Experience/Background Preferred:**

- Previous customer related experience an asset
- Golf knowledge or experience in a golf related position is required

### **Physical Requirements:**

- Valid Driver's License
- Able to lift 30 lbs; must be physically able to bend and lift repeatedly throughout the day
- Able to work in varying weather conditions

We thank all applicants in advance and look forward to reviewing your resume and cover letter. Only candidates selected for interviews will be contacted.

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**Please submit your cover letter and resume to:**

E-mail – [careers@eagleranchresort.com](mailto:careers@eagleranchresort.com)