



OLD TRAIL

Job Title: Guest Service Attendant (GSA)
Department: Golf

Status: Seasonal or Regular, F/T or P/T
Reports to: Head Golf Professional

POSITION SUMMARY:

A guest service attendant should be able to create a safe and positive atmosphere that welcomes and respects all individuals that enter our dynamic establishment. Be able to build positive relationships with members and guests through effective listening, verbal skills, and creatively find ways to problem solve. Use experience, flexibility, high energy, and positivity to effectively work on a team to meet and exceed goals and customer expectations.

ESSENTIAL FUNCTIONS:

- Greet customers, direct them to the pro shop, and assist them with the following: handling their golf bags, loading on cars or pull carts.
- Be able to communicate clearly product offerings, upcoming events and all their details, properly answer rules, procedures, and operations questions, and look for the opportunity to “upsell” products in the Golf and Restaurant.
- Clean and maintain cleanliness of the clubhouse facility area and course through debris removal (objects that do not belong), emptying of course trash receptacles, wipe down and restocking of all bathrooms, power washing of equipment, dusting/blowing of signs, and vacuuming of carpets.
- Stage, clean, inspect for safety, and set up the golf carts with score cards and pencils throughout the day per management standards.
- Pick up, maintain and restock the range on a daily basis.
- Knows and reviews all emergency procedures and responds to emergency situations in accordance with policies and procedures; completes related reports as required.
- Maintains accurate records as required by the department head and state department codes.
- Attends all staff meetings and in-service trainings.
- Performs other duties as assigned or any reasonable job request

QUALIFICATIONS:

- Work Experience(s) Preferred but Not Required: Customer Service, golf related activities
- Availability: Flexible and able to work nights, weekends and holidays.
- Demonstrate the ability to interact with members, guests, and coworkers in a friendly, enthusiastic and outgoing manner.
- Ability to speak, read, and comprehend instructions, short correspondence, and policy documents, as well as converse comfortably with customers.
- Ability to understand and do general math.



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WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to bend, twist, stand, and lift 50lbs to perform normal job functions.
- Remain alert with no lapses of consciousness.
- See, observe, and serve all sections of an assigned zone or area of responsibility.