



# PLAY GOLF LEX

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## Golf Volunteers

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Golf Shop and Golf Maintenance volunteers are integral to the overall operation of LFUCG Parks and Recreation golf courses. Your service as a year round or seasonal volunteer will enrich the visitor's experience at our golf courses.

### Types of Volunteers

#### *Year Round Volunteers*

Year round volunteers are those who work in an active status from January thru December. Scheduled during the off-season on an "as needed basis".

#### *Seasonal Volunteers*

Seasonal volunteers are those who work in an active status from April 1 thru October 31<sup>st</sup>.

### Eligibility of Volunteers

The golf professional or golf shop manager may place a volunteer on "inactive status". If a volunteer is placed on inactive status, benefits and privileges will also be suspended for that time period. **If a volunteer is terminated (voluntarily or involuntarily) their earned round credit balance will be reduced to zero upon the date of their termination.**

A volunteer "*in good standing*" is one who has complied with the Parks and Recreation Policies and Standards.

For additional information on playing privileges, volunteer benefits and playing guidelines refer to pages 10-11.

## ***Golf Shop Volunteer***

### ***Duties and Responsibilities***

There are a number of duties as a volunteer that you will be involved in helping the golf shop staff service our customers. These duties include:

- Daily Duties
- Managing Golf Car Fleet
- Golf Shop
- Rangering
- Starting
- Security
- Golf Maintenance Activities

Each of the above categories add value to the overall golf shop operation the customer experiences. You will be asked to do numerous duties within each category. These duties can include daily routine tasks (included but not limited to the following):

#### **Daily Duties**

- Inspect Pro Shop grounds/parking lot for trash and place in receptacles.
- Manage golf car fleet.
- Gather driving range balls in picker cart to replenish ball machine; periodically check and clean ball machine and ball washer machine to proper working order.
- Perform maintenance duties, such as: washing windows, trash detail at the pro shop area and minor maintenance repair.
- Assist in closing of all operational facilities.
- Collects debris, clean restrooms, and maintain other areas of responsibility at the facilities.
- Assist in enforcing facility rules and regulations regarding parking, equipment and facility use.
- Answer inquiries and complaints; provide general information to the public regarding fees, facility reservation, golf course regulations and procedures.
- Notify the supervisor on duty of incidents needing incident reports in the event of an injury, accidents, property damage, hazardous spills or other major problems at the golf course.

## ***Managing Golf Cars***

#### ***For Golf Cars Going Out***

- Check to make sure the car is neat in appearance and has a clean scorecard, pencil and no tees or trash in the car.
- Make sure appropriate golf car path rule signage is in the sign holder.
- Ensure that the sand bottles are full.

#### ***Staging***

- Stage golf cars in designated area and allow enough room for someone to walk behind the cars with a golf bag (approximately 2ft).
- Make sure key is removed from ignition and in the possession of the golf shop staff, depending on course.
- Face each golf car in the same direction, pointed towards the tee players will be starting.

- Inspect each golf car for the following items before they are rented:
  - Gas or fully charged electric
  - Sharp pencil
  - Clean, folded scorecard
  - Full Sand Bottles without cracks
  - Proper golf car path signage (i.e. golf cars on path, golf cars may cross at 90°, etc)
  - Free from trash
  - All (4) tires for proper amount of air

***For Golf Cars Returning***

- Check for Guest personal items before bringing the golf car to the storage facility.
- Place trash in proper basket.
- Wash entire golf car paying attention to wheel wells, bag wells, floorboards and batteries.
- Check for proper oil & water levels.
- Fill sand bottles as needed.
- Put new scorecard and pencil on steering wheel and park in facility.

***Always watch for problems with golf cars***

- Be aware of low, unusual noises, poor steering, lack of power, sand bottles missing or broken, reverse buzzer not working, etc.
- If there is a problem, use one of the problem cards and park golf car out of the way and notify golf shop personnel.

***Closing Down Your Area***

- Make sure all golf cars are in.
- Clean, straighten, and sweep work area including golf shop front door area.
- Take out trash.
- Spray clean golf car cleaning area, washing all grass away.
- Turn off water and neatly coil and store hose.
- Ensure that all doors are completely shut and locked.

***Safety Items to Watch For with Golf Cars***

- Golf cars may be operated by anyone sixteen (16) years of age or older, providing that person has a valid driver's license.
- Golf cars are to carry no more than 2 riders.
- Drivers are always to obey all signs, stakes, roped-off areas and other markers used to guide golf cars.

## ***Golf Shop***

While on a shift as a volunteer, there are numerous duties you might be doing. One area that will use your services frequently will be the golf shop. The golf staff will train you in this area and ask that you do the following details:

***Daily Maintenance***

- |   |                                       |
|---|---------------------------------------|
| • Vacuum Floor                                  | • Refold merchandise                  |
| • Fill in sizes on basics shirts                | • Clean and dust displays             |
| • Stock accessory areas (Gloves, balls, tees)   | • Check all displays for completeness |
| • Place all merchandise tags inside merchandise | • Take down signs that are torn       |
|   | • Clean mirrors                       |

### *Weekly Maintenance*

- Organize back room area
- Wipe off signs
- Wipe down wall units
- Wipe down shelves and computers
- Clean displays and dust
- Clean top ledges
- Clean air vents
- Clean window molding
- Wipe mannequin bases

## ***Rangering***

The golf professional or golf shop manager will provide you with a specific pace of play guideline chart for monitoring pace of play while rangering. In accordance with this policy, the golf division has devised policies & procedures to follow when rangering.

- Prepping Ranger Golf Cars
- Tee Sheets
- Radio
- Pace of Play
- Out of Position Groups
- Assisting Groups
- Uniforms/Name Tags
- Lightning
- Dress Code
- Handicap Flags
- Twilight Rate
- Pull Carts
- Rain Check Policy
- Groups Late for Starting Time
- Ranger Etiquette
- Daily Golf Car Rules

### ***Prepping Ranger Golf Cars***

To properly set your golf car up for rangering duties, please make sure you have the following items on the golf car with you to help manage play:

- Charged radio on the same frequency as the golf shop.
- Copy of the tee sheet with the actual tee off times listed.
- Copy of the laminated Pace of Play chart.
- Ranger sign placed on golf car windshield.
- Pen, pencils and extra scorecards
- On hot days, have a water cooler on your golf car with cups.

### ***Tee Sheets***

When rangering, it is important to have a fresh tee sheet of actual tee off times. Having actual tee off times will enable you to determine the correct position of the groups.

### ***Radio Use***

Radios are provided by golf shop staff and we ask that you keep them on or near you at all time to be able to communicate with the golf shop. Radio use shall be limited to direct communication with and from the golf shop staff. Proper uses of the radio include but are not limited to rangering duties, starting duties, etc. The radios are a tool to help you do your job in the most efficient manner.

### ***Pace of Play***

Your job as a *ranger* is very important to the overall enjoyment our customers experience. While rangering, use the *Pace of Play Guideline Chart and Policy* to help us

maintain this program. While some groups will be slower than others, you can use these tips to help them keep pace:

- ***Be seen!*** The more you are seen on the course, the fewer problems we will have. Simply seeing a ranger will let the guest know that we are watching the pace.
- ***Ranger Early!*** On days when we have full tee sheets, make it a point to get off to a good start with the early groups. If the early groups fall off pace, the rest of day will be spent trying to catch up.
- ***When there's a problem, address it!*** Simply driving by a slow group will do nothing for speeding up play. Address the problems as they arise, keeping everyone's experience with us positive.

### ***Out of Position Groups on the Golf Course***

If a group is out of position on the golf course, please follow the following procedure below:

“Excuse me gentleman/ladies, can you please tell me what time your tee time was today?” At this point they should tell you the time. After you confirm that they are off pace using your pace of play chart, use the following response:  
“As you can see by my play chart, you are \_\_\_ minutes off pace. We would appreciate your group speeding up in order to get back on pace. Thanks for your help.”

### ***Assisting Groups on the Golf Course***

If after you have approached a group out of position and they are still having trouble getting back on pace, help them in these ways:

- Forecaddie
- Give yardages
- Rake bunkers
- Tend the flagstick
- Give a ride to those walking if they need it

**If a group continues to struggle to get back on pace, contact the golf professional or golf shop manager for further assistance in managing the situation.**

### ***Uniforms/Name Tags***

You will be issued one (1) staff shirt, hat, or name tag. This is to be worn at all times so that you can be identified as a volunteer of the golf course.

### ***Lightning***

All golfers are advised to discontinue playing or practicing when lightning, thunder or dangerous weather conditions are initially observed. The following signals will be in effect during periods of lightning, thunder or dangerous conditions.

- One blast of siren - Play is suspended and the golf course and all practice areas are closed. Golfers must leave the course or take shelter.
- Two blasts of siren - Play and practice may resume

Golfers continuing to play or practice after lightning, thunder or dangerous weather a condition have been observed or after play has been suspended will do so at their own risk.

***Twilight Rate***

**Definition:**

- A discounted green fee based on the fact that a limited number of holes may be completed due to darkness.
- Pricing and availability depends on the course and time of year. Please consult with the golf professional on the twilight rate charged.

***Pull Carts***

**Definition:**

- (Also "hand cart") a mechanical device or trolley with wheels and a handle used to carry a player's bag and clubs.
- Golf cars and pull carts shall be permitted on the course at all times unless the Golf Course Superintendent and/or Golf Professional determine that their usage would be damaging to the course.

***Rain Check Policy***

In the event a golf course manager determines that a course is unplayable due to inclement weather or suspended play due to hazardous conditions (storms, lightning), rain checks may be issued upon request as follows. (Please Note: A golfer may elect to wait to see if the course reopens or request a rain check.)

Customer Paid for 18 Holes		
How Many Holes Did they complete		
Less than 6	7-14	15 or more
Credit 18 Holes	Credit 9 Holes	No Rain Check

Customer Paid for 9 Holes	
How Many Holes did they complete	
6 or less	7 or More
Credit 9 Holes	No Rain Check

\*\*Rain checks will be issued for green fees and golf cars only.

***Ranger Etiquette***

Rangers have a dynamic role of being *stewards of the course*. All employees including volunteers for Parks and Recreation are responsible for setting examples of preserving and protecting the golf course for our customers. While rangering, we ask that you follow these guidelines:

- Keep the ranger golf car on the car path at all times, unless there is a problem with a group where you deem it necessary to address the group. The golf course superintendent may specify areas that are acceptable short cuts, but as a rule, please keep the golf car on the path.
- At no time on duty as a volunteer is searching or selling golf balls allowed.
- Golf clubs should not be taken on the course or used while on duty as a volunteer or ranger.

- The ranger golf car is not to be used to play golf.

### ***Daily Golf Car Rules***

While rangers, it's important to make sure all golfers are abiding by the daily golf car rules. If you approach a group, and they are not following our golf car rules, please approach the group and inform them of what our policy is for that day and ask them to follow those guidelines.

### ***Starter***

The job of Starter is one that requires great tact and diplomacy. There are many factors that are controlled by the starter that have an important impact on our customer service perception with our visitors. To be of most value to course operation, safety and player assistance, you must be working the first tee from that immediate area, not from the Snack Bar, Golf Shop, Manager's Office, etc.

Responsibilities include:

- Welcome and thank players
- Verify payment of guest fees
- Organize individual players into threesomes and foursomes
- Start players at their booked starting time
- Explain and enforce local course rules and policy including golf car rules etc.
- Manage first tee and nearby practice areas.
- Verify that players have on their golf cars:
  - Daily cart rules and grounds information
  - Course and weather conditions
  - Clean scorecard, pencil
- Remind golfers to maintain pace of play and to play safely.
- Communicate with rangers on desire to help maintain pace of play
- Communicate with golf shop
- Know current prices
- Know upcoming events

### ***Groups Late for Starting Time***

If a group arrives late for their tee time, first, welcome them to the facility and tell them we will do our best to accommodate their group in the shortest amount of time.

- Unless approved by the golf shop staff, we are not to "squeeze" a group in front of another group that is checked in and ready to play at their proper tee time.
- Look at the day's play with the golf shop staff and try to find an open tee time slot near the current time.
- Inform the guest of your plan and help them get ready for their tee time.

### ***Security & Safety***

As a volunteer, you play a major role in the security and safety of our facilities. In doing so, we ask that you pay particular attention to the following areas:

### ***Golf Shop***

- Confirm the golf shop door is securely closed and locked.
- Make sure all outdoor lights are working properly. If not, inform staff by telling them on your next shift, leaving a note, or calling them.
- Any potential dangers (tripping hazards, etc.).

### ***Golf Car Storage***

- Double check that all golf cars have been returned and are in the storage facility.
- Set alarm and exit building.
- Confirm the golf car storage is secure and locked.
- Before you leave, make sure you have heard the alarm being armed.
- Make sure all outdoor lights are working properly. If not, inform staff by telling them on your next shift, leaving a note, or calling them.
- Any potential dangers.

### ***Parking Lot***

- When leaving the premises, pay attention to cars in the parking lot or individuals nearby.
- If you feel something or someone looks suspicious, contact a manager to investigate the situation.
- Any potential dangers.

## ***Additional Duties & Activities***

Volunteering for LFUCG Parks and Recreation encompasses not only front line service with the customer, but also behind the scenes maintaining the facility greens and grounds. Duties that you will be involved with on the golf course include:

- Filling divots on tee boxes and fairway landing areas
- Repairing ball marks on the greens
- Picking up trash on the course
- Adjusting ropes and hazard stakes and signage
- Maintaining landscape beds
- Raking and Touching up Bunkers
- Servicing Water Coolers

# ***Golf Maintenance Volunteers***

## ***Duties & Responsibilities***

Golf course maintenance volunteers are very important to the overall operation of our golf courses. There are numerous tasks completed by these volunteers that help exemplify our natural beauty within our city golf courses. These duties include:

### **Assist with Equipment Maintenance**

- Fueling
- Checking Oil Levels
- Tire Pressure
- Electric battery water level
- Pressure Washing

### **Golf Course Setup**

- Move tee markers
- Empty Trash Receptacles
- Pick up trash and debris on course

### **Maintenance Course Markings, Signage & Course Traffic**

- Fix ropes and Stakes
- Repair/Replace yardage markers
- Repair/Replace hazard stakes
- Maintain directional and informational signs
- Monitor golf car traffic and enforce golf car rules

### **Debris Removal**

- Blowing Leaves
- Pick up sticks and limbs
- Cart Path Maintenance

### **Maintenance of Practice Facilities**

- Move ropes/markers for tee locations
- Assist with ball/bucket retrieval

### **On Course Duties**

- Fill/replace tee and fairway divots
- Assist with topdressing tees.
- Monitor water coolers & ball washers
- Repair ball marks on greens
- Build and/or maintain course markers

All the above are possible job assignments. Actual assignments will vary based on the needs of the facility. The superintendent is responsible for all work assignments and monitoring the work performed by golf course maintenance volunteers.

## *Playing Privileges and Volunteer Benefits*

Playing LFUCG Parks and Recreation golf courses is your benefit for offering your services as a volunteer. The Golf Division has set the minimum work hours for “active” golf volunteer benefits at 8 hours per month. **Please Note as a volunteer you may be required to work weekends and holidays.**

**3 Volunteer Hours = 9 holes**

### *Additional Benefits*

Driving Range – When redeeming an earned round of golf the volunteer may obtain complimentary range balls prior to their round to warm up. Please note if volunteer is not redeeming an earned round, they will pay regular rate for range balls.

### *Guidelines for Playing*

Playing golf is your benefit for offering your services as a volunteer. **This benefit is a privilege.** In addition to the volunteer benefits outlined on page 11 of this manual, we ask you to follow the guidelines set forth in this section.

- Registering in the Golf Shop
- Playing Course Where Volunteering
- Playing Other City Courses
- Playing Rules
- Discount Program

### *Registering in the Golf Shop*

To redeem earned rounds of golf, volunteers must register in the golf shop with golf professional/golf shop manager/staff and have their round recorded for them in the monthly work/play log.

<i>Playing Your Home Course</i>	
<i>Weekday</i>	<i>Weekend/Holiday</i>
<i>Tee Times Made Day of Play on Space Available</i>	<i>May play after 2:00 p.m. on a space available basis</i>
<i>Play using earned rounds or pay appropriate fee based on fee schedule. Earned Rounds may be used for immediate family members (Spouse &amp; Children 18 years old or younger.)</i>	

<i>Playing Other City Courses</i>	
<i>Weekday</i>	<i>Weekend/Holiday</i>
<i>Tee Times Made Day of Play on Space Available</i>	<i>May play after 2:00 p.m. on a space available basis</i>
<b><i>Earned Round Credits from your Home Course May Not Be Used.</i></b> <i>May play other city courses for \$20.00 including golf car fee.</i>	

(Please Note: If at any time the golf course gets busy and is running out of golf cars, you will be asked to return to the shop and surrender your golf car to a full paying customer.)

### ***Playing Rules & Guidelines:***

- You ***must*** be “active” as defined in this manual. An approval showing hours worked from the Golf Professional or Golf Shop Manager is mandatory before playing.
- Volunteers who play with other volunteers must ride together. No more than 2 golf cars per group – **NO EXCEPTIONS**
- Volunteers must register with staff on monthly work/play log and sign a golf car receipt **before** teeing off.
- Volunteers must follow all golf car rules and course signage for the day from the golf course superintendent.
- Volunteers must use proper etiquette while on the golf course property at all times.
- Maintain course conditions while playing by properly repairing ball marks, divots and raking bunkers.

### ***Friendly Volunteer Reminders***

- ***Playing golf without registering in golf shop and signing golf car ticket is prohibited.***
- ***No playing golf while on clock***
- Searching for golf balls or “hawking balls” may not be done at anytime while working.
- Volunteers may not borrow golf cars to look for golf balls at anytime.
- Selling used golf balls on city property is prohibited.
- Volunteers do not dictate the time golfers are required to come off the course in the evening. Must follow specified instructions and time from golf professional/golf shop managers.
- Driving golf cars in high grass native areas and on unauthorized trails is prohibited.
- When playing, no more than 2 golf cars per foursome. If twosome, only 1 golf car allowed.

\*These and other policies and procedures as stipulated in this manual can and may lead to immediate dismissal.

\*All potential volunteers are subject to background check.