



## HAZELTINE NATIONAL GOLF CLUB

### LOCKER ROOM ATTENDANT

REPORTS TO: HEAD GOLF PROFESSIONAL/OUTSIDE OPERATIONS MANAGER

SEASONAL POSITION

#### HAZELTINE GENERAL STANDARDS

- Know and understand the Hazeltine Mission Statement
- Understand the impact of your role on Hazeltine's Business Success
- Adhere to Standard Operating Procedures and instructions from Superiors
- Be counted on to deliver on commitments
- Take ownership in identifying/solving problems
- Take initiative to get things done, even when it's outside of the job description
- Continuously improve work quality and the capacity to take on more work
- Consistent in your work product, attitude and commitment to Hazeltine
- Courteous and respectful to members, guests and co-workers
- Elevate your co-workers through teamwork and cooperation
- Take workplace safety seriously for yourself and your co-workers
- Conduct yourself in accordance with Club policies as stated in the employee handbook (ie. Ethical standards, harassment, discrimination, drug free workplace, off-duty conduct and conduct at work)
- Arrive on time as scheduled and ready to work
- Maintain a personal appearance in line with Club policy, including uniform requirements
- Show a positive work attitude every day
- Show sound judgment and make good decisions at all times

#### POSITION SUMMARY/VALUE STATEMENT

The Locker Room Attendant is responsible for providing a high level of customer service in the locker room area to all Members and Guests.

#### KEY RESPONSIBILITIES

##### ORGANIZATION & CLEANING; STOCK & LAUNDRY

- Keep all areas of the locker room clean and organized.
- Regularly check and refill all standard toiletries
- Restock all towel levels as needed.
- Follow the opening, ongoing, and closing checklists
- Take all dirty laundry to the housekeeping laundry room and garbage to the dumpsters.

#### PLAYERS

- Greet and engage all members and guests, provide and assist them with whatever they need.
- Assign guests a locker if requested.
- Direct them to their next destination

- Polish all shoes upon request and return them to the proper locker.

#### FOOD & BEVERAGE

- Offer food and beverage to all players.
- Serve meals to all Members and Guests in the Locker Room Transition upon request
- Offer to bring food and beverages to the first tee or onto the course for players if needed.
- Accurately record all beverage and snack sales

#### COMMUNICATION

- Have a radio and headset on at all times. Let the Outside Operations Manager know if you have to leave the locker room unattended for any reason.
- Communicate with other departments to anticipate and meet the needs of Members and Guests
- Report any functional problems to the locker room manger

#### SKILLS/QUALIFICATIONS

- High School diploma preferred
- Effective communication and organizational skills
- Must be able to stand for long periods of time (6-10 hrs)
- Must be able to lift up to 50lbs on occasion
- Adhere to appearance standards as described in the employee manual
- Friendly and outgoing personality