



HAZELTINE NATIONAL GOLF CLUB

GOLF SHOP ATTENDANT

REPORTS TO: HEAD GOLF PROFESSIONAL/GOLF SHOP MANAGER

PART TIME/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 Golf Shop Attendant is responsible for greeting and assisting all customers on the sales floor to ensure a positive experience at Hazeltine National.

KEY RESPONSIBILITIES

CUSTOMER INTERACTION

- Enthusiastically greet all customers as soon as they enter the golf shop
- Provide exceptional customer service to all Members and Guests
- Assist all customers on the phone
- Ring-up sales
- Book tee times

INVENTORY MANAGEMENT

- Assist the Golf Shop Manager in the receiving of merchandise
- Maintain all golf shop displays
- Restock the sales floor
- Ensure the cleanliness of the sales floor throughout the course of each day
- Follow all opening and closing procedures

COMMUNICATION & PRESENTATION

- Anticipate and communicate any potential problems to the Head Golf Professional or Assistant Professional on duty
- Follow the dress code and present oneself in a professional manner on a daily basis as to be an asset to Hazeltine's image

SKILLS/QUALIFICATIONS

- High School diploma preferred
- Effective communication and organizational skills
- Positive attitude and attention to detail
- Accuracy in usage of the register and money handling
- 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