Hermitage Golf Shop – Standard Operating Procedures

To ensure uniform performance from the golf operations, a number of standard operating procedures were created for the staff to use on a daily basis. These procedures were based on recommendations by the Hermitage Country Club Board of Directors. These recommendations encompassed the duties and conduct of the staff as well as establishing the hours of operation for the department.

What follows is a synopsis of these procedures:

**Duties and Responsibilities**

**Bag Drop:** The bag drop will be attended by a minimum of one staff member during *normal operating hours*. This staff member will be expected to retrieve bags from *cars stopping at the bag drop area* and place them either on a cart, pull cart or adjacent to the putting green at the request of the member or guest. All members and guests will be greeted appropriately. Minor dress code violations (i.e. shirt untucked) will be addressed by this staff member and major violations will be reported to the Professional Staff by radio. Parking lot pick-up will be by exception or special need only.

*Normal Operating Hours* for this service begin April 1 and continue until October 31 and are defined as:

- **Tuesday, Wednesday and Thursday** – 8am to 2pm or until the last reserved tee time has arrived (whichever is later)
- **Friday, Saturday and Sunday** – 7:30 am to 2pm or until the last reserved tee time has arrived (whichever is later)
- **Friday, Saturday and Sunday (Memorial Day to Labor Day)** – 7am to 2pm or until the last reserved tee time has arrived (whichever is later)

**Driving Range:** The driving range will be attended to by a member of the cart staff during *normal operating hours*. Each morning this staff member will be expected to set the tee markers in an area with healthy grass, place a full den caddy of balls in each station, place bag stands adjacent to the tee markers and ensure the yardages on the signs are accurate in their current position. Additionally, the coolers will be checked and filled and the trash emptied as needed. The artificial tee will be used every *Monday*, on days with large outside events, and on days the staff deems necessary to ensure the health of the grass tee. The tee will be checked every hour to ensure the den caddies are stocked with balls. This staff member will also be responsible for picking the range and washing the balls before placing them into the den caddies for member use.

*Normal Operating Hours* for this service begin April 1 and continue until October 31 and are defined as:

- **Monday** – 12:30pm to 6:00 pm (tee will be on artificial surface)
Tuesday through Saturday – 7:30am to 7:00pm (Memorial Day to Labor Day – Saturday opens at 7:00am)

Sunday – 7:30am to 6:00pm** (Memorial Day to Labor Day – opens at 7:00am)

**The driving range, like the golf course, is an area which requires routine maintenance and preparation. The range landing area is mowed on Monday mornings. To prepare this area, which requires every ball to be picked from the landing area, the range will close promptly at 6:00 pm on Sunday evening. At this time, all of the den caddies and balls will be removed and balls will no longer be available. This practice will be inclusive of all members hitting balls at that point in time as well. Picking the range clean of balls requires both the use of the automotive picker and hand picking by the staff. To ensure the safety of the staff, it is imperative that no one be practicing at that time as the staff will be unprotected. Additionally, this task must be completed by darkness as there are no lights in this area. Therefore, the 6:00 closing is a necessity.

**Cart/Bag Room:** The cart storage facility and bag room area will be attended to by a minimum of two staff members during normal operating hours. This staff member will be expected to maintain the cart fleet for daily use by completing the following tasks: stock the line with available carts for member use and association/tournament play, remove all trash and clean carts and windshields of dirt and grass upon return after play, stock carts with towels, scorecards and pencils, refill sand bottles on carts, return carts to line or to cart storage facility and ensure carts are plugged in properly for overnight charging. Additional duties to be performed include maintaining the golf cart acrylic advertising campaign materials (Tuesday and Friday) and detailing of the carts during slow periods. The bag room duties will include retrieving and loading bags for members whose names appear on the tee sheet in advance of their tee time, retrieving bags upon member arrival, cleaning of clubs and bags upon return from their round and replacing bags to the correct storage space after cleaning.

**members are encouraged to put all names playing in their group onto the electronic tee sheet as this will allow the staff to provide better service to those members having bag storage.

Normal Operating Hours for this service begin April 1 and continue until October 31 and are defined as:

Monday – 12:00pm to 7:30 pm

Tuesday through Sunday – 7:00am to 7:30pm (Memorial Day to Labor Day – 6:30am to 7:30pm)

*closing time will be dependent on the last cart being returned to the storage facility and will likely be later most evenings.

**on days with inclement weather, these hours are subject to change

**Starters:** The first tee areas will be attended by a minimum of one starter during normal operating hours. The starter will be responsible for coordinating players to start at their designated time, recording the number of players in the group, confirming the number of players riding in carts for proper billing in the golf shop, informing players of the rules of play for the day (i.e. cart path
restrictions, fill divots, repair ball marks), addressing dress code violations and maintaining radio contact with the golf shop for updates on the tee times and pace of play. On days there is one starter, Tuesday through Friday, he will be stationed in a cart by the first tee of the Manakin course to coordinate both golf courses. On days there are two, Saturday and Sunday, they will be stationed in a cart at each number one tee. Shuttle duties will be provided by the Sabot starter between holes 9 and 10 on these days. The starters will also be responsible for monitoring the sand bottle refill stations on the #1 and #10 tees.

Normal Operating Hours for this service begin April 1 and continue until October 31 and are defined as:

- Tuesday through Sunday – 7:45am to 2:00pm
- Saturday and Sunday - Memorial Day to Labor Day – 7:15am to 2:00pm

**these hours are subject to change both earlier and later based on weather and advance tee time reservations

Conduct

Outside Services Staff: All members of the outside staff will be expected to conduct themselves in a professional manner. Guidelines include being in the proper uniform including name tag, adhering to the club’s grooming policy, addressing members at every turn and always being ready to assist members or their guests. When encountering a member in a group, Mr. or Mrs. is the preferred greeting, with first names being allowed to be used at the member’s request and in one on one situations only. Staff members are to refrain from eating or smoking in areas visible to the members, with designated areas for these activities being in the cart storage facility. All staff members will be expected to have a radio on their person for communicating with the starters, golf shop and other staff members.

Please click on the link below to complete a golf service evaluation. Thank you for your feedback.

GOLF SERVICE EVALUATION