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Job Title: Seasonal Putting Attendant

Reports to: Caddie Manager

### **Main Purpose:**

To provide a quality service to customers of the Putting Green ensuring that service delivery standards are met at all times.

### **Key Accountabilities**

- To project a smart efficient image at all times, and adhere to the Trust's policy on grooming and uniform.
- Deliver quality service standards to customers and ensuring that reasonable requests are met.
- Ensuring for the operation of an efficient system of cash handling and security following the Trust's policy and procedures.
- To understand the Trust's policy on Health and Safety and to ensure that all duties performed are carried out with full regard to the safety of customers.
- Assist in the sale of merchandise and hiring of golf trolleys.
- Provide information to those using the putting green.
- Maintain high standards of customer care at all times.
- General housekeeping duties.
- Any other duties required.

### **Knowledge and experience required**

- Experience in dealing successfully with customers and demonstrating effective customer care (essential).
- Basic knowledge of golf (desirable).
- Competent cash handling skills (essential).

### **Personal qualities**

- Good communication skills.
- Takes personal responsibility.
- Positive attitude to change.