



the home of golf®

Job Title: Front of House
Reports to: Operations Manager

Main Purpose

To be responsible for the delivery of all key aspects of the front of house operation, ensuring the standards of welcome and services as detailed by management and expected by our customers are met.

Key Accountabilities

- To ensure the team projects a smart efficient image at all times and that staff adhere to the Trust's policy on grooming and uniform.
- To be part of the team who will meet and greet all golfers and maintain the highest standards of delivery and customer care at all times.
- To give assistance, information and guidance to all golfers and to provide the service that our customers expect
- Undertake the operation and set-up of the warm-up area, providing an excellent facility for all golfers.
- To be knowledgeable about the Castle Course and the facilities available and also SALT and the local area.
- Operate the bag drop and storage service.
- Directing all golfers to the reception area and locker rooms, and maintaining the locker rooms to the required standard.
- Efficiently handle all customer and golfer requests.
- To understand the trusts policies on H & S and to ensure that all duties are carried out with full regard to the safety of customers, visitors, contractors and other employees.
- Any other duties as required.

Knowledge and experience required

- Want to be part of a team dedicated to customer satisfaction.
- Basic knowledge of golf, SALT and the area, and a willingness to learn.
- Experience in delivery of customer care.

Personal qualities

- Good communication skills.
- Courteous and pleasant attitude towards staff, customers and visitor.
- Ability to take personal responsibility.
- Excellent interpersonal skills.
- Ability to work under pressure
- Self motivated, projecting a positive approach to work.
- Attention to detail.
- Flexible approach to work.
- Positive attitude to change.