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Job Title: Players' Assistant – Customer Meet & Greet

Reports to: Players' Assistant Manager

Main Purpose

To provide an efficient and effective service to golfers, Golf Tour Reps & visitors ensuring that service delivery standards are met at all times.

Key Accountabilities

- To give assistance, information and guidance to all golfers, Golf Tour Reps & visitors and to provide the service that our customers expect.
- To be knowledgeable about the Old Course and the facilities available and also SALT and the local area.
- Liaise with Old Course Starter, Meet and Greet on 1st tee & Caddie Department.
- To ensure they project a smart efficient image at all times and they adhere to the Trust's policy on grooming and uniform.
- 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, visitors, contractors and other employees.
- Any other duties required

Knowledge and experience required

- Knowledge of Links Trust Procedures (desirable).
- Basic knowledge of golf, SALT and the area, and a willingness to learn (desirable).
- Knowledge of Health and Safety legislation (desirable).
- Want to be part of a team dedicated to customer satisfaction (desirable).
- Experience in delivery of customer care (essential).

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.