

Corporation of the Town of Marathon
Position Description

Position Title: Golf Course Pro Shop Attendant/Food & Beverage Server

Reports to: Community Services & Recreation Coordinator

Position Description: Responsible to take patrons' food and beverage orders and serve orders to patrons, heat and finish cooking simple food items, clear tables, clean kitchen areas, wash dishes and perform various other activities. Also responsible for booking tee-times, collecting fees and providing customer service to patrons.

Responsibilities:

1. Greet patrons, present menus, make recommendations and answer questions regarding food and beverages.
2. Take customer orders and relay to kitchen and bar staff, serve food and beverages.
3. Present bill to patrons and receive payment for food items purchased.
4. Prepare menu items.
5. Unpack and store supplies in refrigerators, cupboards, and other storage areas; keep records of the quantities of food used, monitor inventories and recommend reordering.
6. Wash work tables, cupboards and appliances, remove trash and clear kitchen garbage containers, sweep and mop floors and perform other cleaning duties.
7. Clear and clean tables and trays, replenish condiments and other supplies at tables and in serving areas.
8. Answer the telephone and record tee-off bookings.
9. Work with tournament organizers on scheduling bookings, advising of fees, required course policies and etiquette, etc.
10. Register season pass holders and issue daily fee tags.
11. Rent clubs, pull carts and power carts.
12. Collect season and daily green fees, power cart trail permit fees, as well as locker rental fees.

13. Inform local and visiting golfers in a helpful, clear and concise manner, of programs, services, local events, golf course rules of etiquette and answer any questions they may have.
14. Maintain accurate records which include:
 - (a) cash summary report;
 - (b) golf course statistics form, which identifies number of rentals and type per day; daily passes used; annual passes used; weather, etc.;
 - (c) membership sign-in page;
 - (d) incident and accident reports when required;
 - (e) visitor/golfer register and surveys, including weekly summaries; and,
 - (f) complaint/concern/suggestion forms, including summary of actions taken
15. Work in a safe manner in accordance with the Occupational Health & Safety Act and Regulations.
16. Perform other related duties as assigned.

Qualifications:

- Minimum of one (1) year of secondary level education
- Valid standard first aid certificate
- Minimum of eighteen (18) years of age and completed Smart Serve training program
- Willing to work weekends and evenings
- Good communication and customer service skills
- Ability to work with minimal supervision and in a team setting

Employment Term: May to August or May to October

Employee's Signature: _____

Supervisor's Signature: _____

Date: _____, 2 _____

03/19