



## **Customer Check-in Person**

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REPORTS TO:        General Manager

HOURS:             Hours vary - must be available to work weekends & evenings

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Mount Douglas Golf Course is Victoria's only Executive 9 Hole Golf Course open to the Public located in the beautiful Blenkinsop Valley. Winner of the 2021, 2022, 2023 AND 2024 TC Reader's Choice Awards for best 9-hole golf course. We are currently looking to fill the customer check-in position as directed by the General Manager.

### **Summary of Position:**

As the customer check-in person, you will be responsible for checking the golfers in, taking payment, keeping golfers organized and making sure they are teeing off on time as well as taking bookings over the phone.

### **Required Skills:**

- Good computer skills; comfortable working on a booking system
- Experience working with cash and reconciling at end of day
- Take direction well and work with others cooperatively
- Be confident speaking to people and have excellent phone skills
- Work efficiently and have good organization skills
- Deliver great customer service
- Work independently

### **Responsibilities & Duties:** (may include but are not limited to)

- Confirming names of golfers; confirm everyone has their own set of clubs
- Take payment; update punch-card accounts

- Ensure that groups are getting to the tee on time
- Assisting customers with questions or any help they may require
- Selling product in the pro shop; restocking product
- Answer phone and book tee times
- Assist customers if they want to rebook
- Sell gift certificates and punch cards
- Check the clubhouse washroom periodically for cleanliness
- Make coffee and sell through check in window
- Reconcile sales at the end of the day
- Answering phones until the end of your shift

**Incentive:**

We offer a fun working environment in a beautiful setting. This job is well suited to someone who enjoys people and knows a bit about golf.

- \$19.00-\$21.00/per hour
- Golf Privileges

Please forward resumes to:

[mdgc.gm@shaw.ca](mailto:mdgc.gm@shaw.ca)

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