



FRASERVIEW GC PRO SHOP ASSOCIATE

Job Description

Fraserview Golf Course offers an old course feeling in a West Coast setting

Compensation: Hourly wage starting at \$12 to \$14 commensurate with experience

Pro Shop Sales Associate reports to the Golf Operations Manager

Job Summary: To run the daily operations of the first tee and the golf shop in an efficient, effective and friendly manner.

JOB DUTIES

GENERAL OPERATIONS

- Ability to speak Chinese or Korean is an asset
- Be on time and well-groomed at all times
- Greet all guests in a friendly and efficient manner
- Ensure strong communications with all guests, as well as Fraserview Golf staff
- Build a strong understanding of the tee sheet and POS systems

RETAIL SALES

- Maintain an orderly appearance of the golf shop
- Assist with merchandising all products appropriately and ensure that all items are fully stocked at all times
- Build a basic understanding of all products
- Provide guests with an inviting retail experience to sell retail products
- Sell and upsell whenever possible

CUSTOMER SERVICE

- Answer general telephone inquiries and forward as necessary
- Greet all guests checking in for tee times in a friendly, inviting and efficient manner
- Process all POS payments in a timely manner
- Maintain excellent levels of customer service

- Ensure that customer requests and complaints are handled efficiently and effectively. Forward to the appropriate supervisor when necessary.

WORK EXPERIENCE

- Prior customer service experience (especially retail) is highly regarded
- Golf industry experience or familiarity is an asset, but not compulsory

SKILLS & ATTRIBUTES

- Ability to work in a fast-paced environment calmly and efficiently
- Strong interpersonal skills
- Engaging and friendly personality
- Able to work well with others
- Very reliable
- Accountable

AVAILABILITY

- Full-time and Part-time work available (Full-time preferred)
- Minimum: May 1 to August 31, 2018
- Preferred Mid-March to October 31, 2018
- Winter work beyond October 31 may also be available
- Early morning, daytime, and evening shifts 7 days a week
- Maximum availability is expected with limited time-off requests

Please email your cover letter and resume to
Myles Leong (Fraserview GC & Langara GC Golf Operations Manager)
at myles@monaghgolf.com



LANGARA GC PRO SHOP ASSOCIATE

Job Description

Langara Golf Course is a traditional-style course located on the south slope of Vancouver. This contoured, tree-lined golf course makes this challenging par 71 course appealing to player of all levels.

Compensation: Hourly wage starting at \$12 to \$14 commensurate with experience

Pro Shop Sales Associate reports to the Golf Operations Supervisor

Job Summary: To run the daily operations of the first tee and the golf shop in an efficient, effective and friendly manner.

JOB DUTIES

GENERAL OPERATIONS

- Ability to speak Chinese or Korean is an asset
- Be on time and well-groomed at all times
- Greet all guests in a friendly and efficient manner
- Ensure strong communications with all guests, as well as Langara Golf staff
- Build a strong understanding of the tee sheet and POS systems

RETAIL SALES

- Maintain an orderly appearance of the golf shop
- Assist with merchandising all products appropriately and ensure that all items are fully stocked at all times
- Build a basic understanding of all products
- Provide guests with an inviting retail experience to sell retail products
- Sell and upsell whenever possible

CUSTOMER SERVICE

- Answer general telephone inquiries and forward as necessary
- Greet all guests checking in for tee times in a friendly, inviting and efficient manner
- Process all POS payments in a timely manner
- Maintain excellent levels of customer service

- Ensure that customer requests and complaints are handled efficiently and effectively. Forward to the appropriate supervisor when necessary.

WORK EXPERIENCE

- Prior customer service experience (especially retail) is highly regarded
- Golf industry experience or familiarity is an asset, but not compulsory

SKILLS & ATTRIBUTES

- Ability to work in a fast-paced environment calmly and efficiently
- Strong interpersonal skills
- Engaging and friendly personality
- Able to work well with others
- Very reliable
- Accountable

AVAILABILITY

- Full-time and Part-time work available (Full-time preferred)
- Minimum: May 1 to August 31, 2018
- Preferred Mid-March to October 31, 2018
- Winter work beyond October 31 may also be available
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- Maximum availability is expected with limited time-off requests

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