

Our Members – 1

All of us who work at the club from General Manager to Supervisors to Cart Attendants to Servers are here to provide service to our members. They are our ultimate bosses. Treat them accordingly. Our willing deference to them is a sign of respect. Without them there would be no club. Their use of club facilities and services makes our paychecks possible. Members should:

- Be greeted cordially wherever encountered.
- Be listened to politely when they have a comment, complaint, request, or suggestion. Always pass their remarks on to your Supervisor.
- Be given our undivided attention. We must immediately interrupt our previous conversations at their approach. By giving them our absolute attention, we show our respect, interest, and our dedication to their comfort and enjoyment.
- Be helpful. We should be ready to assist them with any request or question. We should be able to alter our plans to accommodate their needs.
- Have a clean, safe, and comfortable environment. We should make sure that the stairs, walkways, and other areas are clear of obstacles and that the equipment is in good working order. We should never let a member see a need for a new piece of equipment. We do not chew gum, and we should never be seen eating or drinking.
- Never be seen "making a sweat." Service is a form of theater. We are putting on a show for our members and guests. The pace of service should be measured, paced, and member-focused – never hurried or harried.
- Be able to enjoy their round of golf with as little interference and disruption as possible. Equipment operators, beverage cart staff, and rangers should stop equipment when golfers are hitting or putting and we should keep our conversations low so as not to disturb play.
- Not have to listen to our personal conversations anywhere around the property. Talk quietly when members are present. The club is not our place to play and horse around. We should strive to maintain a dignified, quiet atmosphere.
- Hardly be aware of our presence. Be out of sight and out of mind. Our presence should be unobtrusive. Public areas of the club are for our members to enjoy. We should not be in the public areas unless working. We should be quiet and respectful of the members' privacy.
- They should never be able to find a complaint. We should be proactive in identifying and addressing issues before they become complaints. We should be able to handle any complaint that is brought to our attention. Such complaints should be brought to the attention of the Supervisor.

SAMPLE

**To purchase the complete set of
Service on the Go
visit the [CRI Marketplace](#)**

Discussion Point: Discuss each of the above points and discuss why each is important. Illustrate and reinforce each point with examples or personal experience.

Take Away: Members are our ultimate bosses and their use of the club pays our wages.