

#53 ***Cart Cleaning and Detailing***

It is the policy of the club to clean golf carts thoroughly before use by members and detail them monthly.

Members' perceptions define the level of professionalism of the golf operation. The cleanliness and set up of golf carts has a direct impact on members' perceptions of their golfing experience. Therefore, it is incumbent that the Club set the highest standards of cleanliness and maintenance of its golf cart fleet.

Daily Cleaning Procedures

- Vacuum—daily after use. Vacuum glove compartments to remove any debris.
- Brush—daily after use. Use soapy brush to clean the exterior of the cart and canopy.
- Wash—daily after use. Wash the exterior of the cart with a high-pressure water hose. Use a squeegee to remove excess water.
- Wipe off with a shammy cloth and polish with a power buffer.
- Armor-All—once a month according to schedule. Apply to foot tread and bag shelf as directed on the can.
- Tire Polish—once a month according to schedule. Apply to tires as directed on the can.

SAMPLE

Detailing

- Wash—once a month according to schedule.
- Apply wax to cart body components as per instruction on the can.
- Wipe off with a shammy cloth and polish with a power buffer.
- Armor-All—once a month according to schedule. Apply to foot tread and bag shelf as directed on the can.
- Tire Polish—once a month according to schedule. Apply to tires as directed on the can.

Detailing Schedule

- The following schedule will detail each cart every month. The general manager will report on the 5th day of the month.
 - ❖ Tuesday
 - ❖ Fridays
- Detailing of carts will be reported on the 5th day of the month.

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Take Away: The cleanliness and presentation of golf carts is an important factor in members' perceptions of the quality of a golf operation.

Teachable Moments