

# Barlborough Links Golf & Leisure Ltd

## JOB DESCRIPTION

<b>JOB TITLE</b>	GOLF RECEPTIONIST
<b>RESPONSIBLE TO</b>	General Manager/Directors
<b>LOCATION</b>	Based at Barlborough Links Golf Course

### MAIN DUTIES

1. Ensure green fee and golf related income is maximized, including upselling shop products and golf coaching
2. Operate the Company's golf reception and booking system including cash handling
3. Ensure the cleanliness and presentation of the Reception, Coffee Shop and Driving Range at all times and in accordance with daily cleaning tasks and opening/closing procedures
4. Assist in the preparation and fulfilment of staff rotas, in conjunction with the Directors
5. Ensure the correct presentation of all hire equipment at all times
6. Play a significant part in improving customer service to all users, including participation in staff training
7. Assist the Head Golf Professional to maximise coaching income and Pro services as required.
8. Work with Greenkeeping Team and Directors highlighting any golf course issues in order to ensure the smooth running of all facilities.
9. Make sure the driving range is fully operational during opening hours by making up baskets, washing balls and collecting throughout the day. Take into account any organized coaching sessions and ensure enough balls are ready.
10. Have an up to date knowledge of products and techniques within the golf industry and apply this knowledge as appropriate
11. Carry out golf course ranger checks (if/where necessary)
12. Work with Range Assistants on end of day duties ensuring tasks are completed to a good standard
13. Adhere to the Health & Safety Policy of BLG&L Ltd, including:
  - 11.1 knowledge of First Aid kit, Accident Book and accident reporting procedures
  - 11.2 Selecting and wearing appropriate PPE, footwear and clothing appropriate to tasks
  - 11.3 Communicating risks and hazards to Directors
  - 11.4 Selecting and using tools and equipment consistent with risk assessments
  - 11.5 Knowledge and understanding of fire prevention and emergency procedures
14. Carry out any other training and duties appropriate to the post and necessary to ensure achievement of Company visions and values
15. Carry out any other reasonable management requests