



Northwood Club Caddie Manual

1. Mission & Philosophy

The Northwood Club Caddie Program exists to elevate the golf experience through tradition, professionalism, and anticipatory service. Caddies are ambassadors of Northwood Club and play a critical role in preserving pace of play, course conditions, and the culture of the club.

Every interaction should reflect respect for the membership, pride in the club, and stewardship of the game of golf.

2. Professional Standards & Conduct

Appearance

- Clean, pressed caddie uniform as issued by Northwood Club
- Shirt tucked in at all times
- Khaki pants or shorts only (no cargo styles)
- Clean footwear appropriate for walking
- Conservative grooming and professional demeanor

Conduct

- Polite, respectful, and discreet at all times
- Address all members and guests as Mr., Mrs., or Ms.
- No cell phone use while on the golf course
- No smoking, vaping, or alcohol on club property
- Maintain member privacy at all times
- Caddies are expected to hustle, stay engaged, and demonstrate a positive attitude throughout the round.

3. Caddie Responsibilities

Before the Round

- Report on time and be prepared
- Wet towel and carry required tools (towel, ball mark & divot tool)
- Retrieve and inspect the bag; count and organize clubs
- Learn the player's name, golf ball brand, and markings
- Introduce yourself with professionalism

On the Tee

- Stand clear and quiet during all shots
- Watch every ball from contact to finish
- Accurately identify and mark balls in the rough
- Assist pace of play through awareness and positioning

Through the Fairway

- Stay ahead of the player without passing other groups
- Provide accurate yardages and present the bag properly
- Clean clubs after each shot
- Replace divots carefully and immediately

- Assist in locating all balls to prevent delays

On the Green

- First caddie to the green manages the flagstick
- Follow all instructions to pull, tend, or leave the pin
- Never step on a putting line or cast a shadow
- Always ask to clean the golf ball
- Repair all ball marks—regardless of responsibility

Bunkers

- Enter and exit at low points only
- Rake smoothly by pushing sand, never dragging
- Leave rakes outside bunkers in designated areas

4. Forecaddie Standards

- Forecaddies are responsible for knowing the location of every ball
- Position correctly in landing areas
- Mark balls in the rough or hazards when necessary
- Signal out-of-bounds shots immediately
- Provide yardages when possible
- Perform all green and bunker duties for the group
- Forecaddying requires hustle, awareness, and leadership.

5. Pace of Play

- Caddies are leaders in maintaining proper pace of play.
- Be proactive, not reactive
- Anticipate the next shot and prepare the player
- Help all players in the group when appropriate

6. Caddie Structure & Advancement

Northwood Club maintains a tiered caddie system to reward professionalism, experience, and service.

- Apprentice / Entry-Level Caddie
- Certified Caddie
- Senior / Championship Caddie

Advancement is based on:

- Knowledge and performance
- Reliability and availability
- Member feedback
- Leadership and professionalism

Senior caddies are expected to mentor and set the standard for others.

7. End of the Round

- Count and clean all clubs
- Return the bag promptly
- Thank the member or guest
- Do not observe the member completing evaluations or payment

8. Core Expectations

Every Northwood Club caddie must:

- Watch every golf shot
- Know where every ball is
- Keep clubs clean
- Repair divots and ball marks
- Rake bunkers correctly
- Respect the golf course

- Represent Northwood Club with pride
- If you are unsure—ASK.

9. Final Standard

A premier caddie program is defined by consistency.

At Northwood Club, members should experience the same high level of service every round, from every caddie. This manual serves as the foundation, but excellence is achieved through effort, awareness, and pride in the role.

Welcome to the Northwood Club Caddie Program.

10. Club Etiquette & Member Interaction Standards

Member First Philosophy

Members and their guests are the sole focus of every caddie. Conversations should always remain professional, positive, and discreet. Caddies should never interrupt a member's concentration or conversation unless necessary for pace of play, safety, or at the member's request.

Communication Standards

- Speak clearly, calmly, and confidently
- Never offer swing instruction
- Strategic input should be subtle and based on facts (yardage, wind, slope)
- If uncertain, ask politely or defer to the member

Privacy & Discretion

- Do not discuss members, guests, or club matters outside of Northwood Club
- Do not share stories, scores, or observations
- Cell phones must remain silenced and out of sight during rounds

11. Safety, Weather & Emergency Procedures

Weather Awareness

- Caddies are expected to monitor weather conditions throughout the round.
- Heat: encourage hydration and pace management
- Cold: remain attentive and professional despite discomfort
- Lightning: follow all Northwood Club suspension-of-play protocols immediately

Emergency Situations

- Remain calm and notify golf staff immediately
- Do not attempt medical assistance unless directed
- Assist in directing members safely as instructed

12. Course Care & Stewardship

Caddies play a vital role in protecting Northwood Club's golf course.

Divots

- Replace divots carefully whenever possible
- Use sand only when replacement is not possible

Greens

- Repair all ball marks, even those not caused by your group
- Protect hole edges when tending or pulling the flagstick

Bunkers

- Leave bunkers smooth and consistent
- Always exit at the lowest point

13. Evaluation, Feedback & Accountability

- Caddies are evaluated continuously through:
- Member feedback

- Golf staff observation
- Reliability and professionalism
- Repeated failure to meet standards may result in reduced assignments or removal from the caddie program.

15. Advancement & Leadership

Senior caddies are leaders and mentors within the program.

Leadership expectations include:

- Assisting new caddies
- Setting pace and professionalism standards
- Supporting golf staff when needed

Advancement is earned through consistency, not tenure alone.

16. Professional Growth & Conduct

Caddying at Northwood Club is a privilege.

- Caddies are expected to:
- Take pride in their role
- Represent the club positively on and off property
- Continually improve their knowledge and performance

17. Acknowledgment of Standards

All caddies must read, understand, and adhere to the standards outlined in this manual.

Failure to comply with these standards may result in disciplinary action up to and including removal from the Northwood Club caddie program.