



# **GOLF OPERATIONS EMPLOYEE HANDBOOK & POLICIES & PROCEDURES**

**PATRIOT GOLF CLUB**

5790 N. Patriot Dr  
Owasso, OK 74055



**Revised 2024**

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# SECTION I – INTRODUCTION TO PATRIOT GOLF CLUB

## Introduction

### A Message from the Head Golf Professional – Rich Niedergerke, PGA

Congratulations, and welcome to The Patriot! I'm very pleased to have you as a member of the elite team of employees that makes The Patriot one of the finest private clubs in the country. We strive to recruit and retain the most motivated and talented individuals. I don't settle for anything less than the very best, and neither do our members. This is why you were selected to be part of this team. We are glad that you have chosen to work with us, and I am excited to have you on board. I am eager to embark on this new journey with you, and my mission is for your employment to be both a challenging and rewarding experience. The guidelines outlined in this handbook have been developed to establish consistency and to maintain the quality and integrity of being a staff member of the Golf Operation at the Patriot. By taking the time to read and digest the information within, you will continue to foster our reputation as one of the finest golf clubs in Oklahoma.

Thank you, and welcome to our family!

*Rich Niedergerke*

Rich Niedergerke, PGA  
Head Golf Professional  
Patriot Golf Club

### **Golf Operations Introduction:**

An important part of your Patriot education is to understand the history and traditions of the Club. Where we have been, where we are now, and where we are going in the future.

The Patriot Golf Club is the product of a chance meeting between Major Dan Rooney, founder of The Folds of Honor Foundation, and David Charney, Co-Developer of the Stone Canyon Development. Both men were late substitutes in a charity golf tournament and happened to be paired together. Both men dreamed large and loved golf. In 2009, The Oxley family's Greenhill Properties, LLC, together with Owasso Land Trust, donated land to Patriot Golf Course, LLC. Soon

### **Golf Operations Mission Statement:**

*The mission of the Golf Shop Staff at The Patriot is to provide a challenging and pleasant golfing experience to our members, their families, and their guests. We strive to promote popularity and proficiency in golf at all levels for both fun and skill improvement. In carrying out this mission, the staff is committed to maintaining the course and practice facilities at the highest-level through long-term standards preferred by most knowledgeable amateur and professional golfers. Operating at this level requires a courteous and supportive membership, dedicated to these same standards.*

thereafter, Dan Rooney began calling potential members, giving tours - either by off-roading or by helicopter - on a patch of ground that would later become The Patriot. At the time, the brave Founding Members belonged more to a dream than a golf club

The design of the course was entrusted to Robert Trent Jones, Jr. His team included Jay Blasi and Bruce Charlton. With over 100 years of combined design experience, they believed preserving the natural beauty of the land contributes to the pleasure of the golfing experience. The Patriot was to be bold and test a player's skill and resolve. True to the natural contours of the land, golfers experience 7,158 yards of Oklahoma's lowland marshes, mature woodlands, upland prairies and dramatic limestone canyons.

The Patriot officially opened for business on May 19, 2010 and experienced modest growth in the years that followed. Soon, the membership began to outgrow the original clubhouse and The Patriot started dreaming bigger. With vision and resources, Managing Equity Partner Paul Sisemore willed The Patriot forward to undergo construction on a new world-class clubhouse. Our Equity Partners include David Bond, Sanjay Meshri, Dan Rooney, John Rooney, Tom Russell, Paul Sisemore, Eddy Gibbs, and Owasso Land Trust. In the Spring of 2016, a multi-phase expansion plan including a new Clubhouse, Pool, and Golf House, was presented to The Patriot Membership.

Annually, the Club hosts approximately 24,000 rounds of golf and multiple member events. Each of these rounds and tournaments represents an opportunity to exemplify our commitment to excellence. Our continued reputation depends on the high quality of your work and your conduct both on and off the job.

We are one of the finest private golf club operations in the United States. We set very high standards for ourselves, and have placed trust in you to do the same. Our members make a substantial financial commitment to be part of our club, and expect high quality service and a pleasant environment. We strive to create the most efficiently organized and enjoyable operation to achieve those lofty goals.

This Handbook has been designed to provide our employees with an overview of the operational policies, benefits and guidelines. It is intended to familiarize employees with vital information about the Club, in addition to an employee's obligations and responsibilities. The contents of this handbook do not represent a contract of employment or a legal document, but it is important that all employees read, understand, and follow the provisions stated within. This manual applies to all employees within the golf operation department, though some benefits only apply to specific employees. In addition, circumstances will require that policies, benefits and guidelines described in this handbook change. Accordingly, the Club reserves the right to modify, supplement, rescind, or revise any portion of this handbook within. The policies and procedures defined herein are in conjunction with the Club's official employee.

### **Golf Operations Motto:**

*DWWD..... Do What We Do. This is the motto for our entire golf operations. As an operation we will perform at a high level and regardless of the challenge. Every member of our operation has a key job to do and each of those jobs are equally important and are vital to the success of the entire operation.*

*We are in the people business and taking care of people is what we do.....DWWD*

# Description of Facilities

## Golf Course Data:

Course Designer: Robert Trent Jones Jr. (2010)

Grass: Tees: Cavalier Zoysia  
 Fairways: Meyer Zoysia  
 Bunker Edges: Meyer Zoysia  
 Greens: A1A4 Bent Grass  
 Rough: Meyer Zoysia

### Staff:

Head Golf Professional: Rich Niedergerke, PGA  
 Assistant Golf Professional: Hagen Barmasse  
 Assistant Golf Professional: Jacob Baird, PGA  
 Assistant Golf Professional: Taron Wright, PGA  
 Assistant Golf Professional: Charles McClung  
 Director of Retail: Yvonne DeFabio  
 Director of Outside Services: Drew Fugiel  
 Director of Agronomy: Blake Williams, GCSAA  
 Superintendent: Jack Dunn, GCSAA



### Emergency Contact Numbers:

Rich Niedergerke: 573-355-1813:  
 Jacob Baird:  
 Hagen Barmasse:  
 Taron Wright:  
 Charles McClung:

### Yardage & Ratings:

<i>TEE</i>	<i>YARDAGE</i>	<i>RATING/SLOPE</i>
4 Star	7135	74.3/130
3 Star	6659	70.4/128
2 Star	6109	69.5
1 Star	5527	Ladies 72.7/122

### Golf Amenities:

Professional Golf Shop	EZ-GO Golf Cars
Complete Practice Facilities	PGA Instruction
Club Repair	Club Storage Service
Bag Drop	Merchandise Special Ordering
Locker Room Facilities	

### **Hours of Operation:**

It is the policy of The Patriot for all facilities to open based on seasonality and demand, to provide the maximum availability to members and guests.

### **Golf Shop & Golf Course Hours of Operations:**

*\*May be adjusted at the discretion of the Director of Golf and Director of Agronomy and Superintendent during adverse weather conditions (i.e. frost, excessive rain)\**

#### Golf Course

In Season                    8AM - DUSK  
Non-Golf Season        9AM – DUSK

#### Golf Shop

In Season                    7AM - DUSK  
Non-Golf Season        8AM – 6PM

#### Practice Facilities

In Season                    7AM - DUSK  
Non-Golf Season        8AM – 5PM

*The golf season will begin with the last Saturday in March and end after play on the last Saturday in October. The remainder of the season will be considered “non-golf season”.*

**The Clubhouse, Golf Shop and Golf Course are closed on Tuesdays.**

# SECTION II – EMPLOYEE HANDBOOK

## Patriot Golf Operations Vision

### **Premier Private Club:**

- ◆ We will provide a sense of home for our members and guests.
- ◆ The golf operations will support the entire club management team.
- ◆ Our growing the game initiatives will engage the membership to increase overall Club utilization.

### **Sustaining our traditions:**

- ◆ We will uphold the Patriot brand, customs, beliefs, and methods established by our founders.
- ◆ We will honor our alignment with the core values of the Folds of Honor mission
- ◆ We will ensure the confidentiality and exclusivity of the Club and its membership.

### **Commitment to excellence:**

- ◆ We will create a culture of continuous improvement and never settle for the status quo.
- ◆ We will always present a professional appearance.
- ◆ Our attention to detail is foremost in our thoughts and actions.

### **Commitment to our community & SCPGA Section:**

- ◆ We will give back to the community by offering our services and support to various charitable initiatives or the South Central PGA

### **Unsurpassed golf experience:**

- ◆ The condition and standards of the golf course and grounds will not be sacrificed.
- ◆ We will use the best equipment available and the newest techniques in the industry.
- ◆ We will provide the most innovative, organized, and competitive golf tournaments for our membership.
- ◆ We will offer a dynamic instructional program inclusive of various programming to meet the needs, wants and desires of our membership.

### **Highest quality services:**

- ◆ Our welcoming nature will set the customer service standard.
- ◆ We will anticipate the needs and consistently exceed our member's and guest's expectations.
- ◆ We will be humble in our successes and gracious in our failures.
- ◆ We will be confident in our knowledge but never arrogant in our responses to members or staff.

### **Fiscally responsible:**

- ◆ The golf operation at Patriot Golf Club will continue to operate profitably without sacrificing service.

# Patriot Culture & Brand

## **A Culture of Continuous Improvement:**

The most dangerous phrase that any company, operation, or Club can fall into is the language, **"We've always done it this way."** Everything about the Patriot has to be the best, and if it isn't, we will improve upon it every year until it is." I challenge each of you, as a member of our operation to "leave your mark" on The Patriot. In other words, leave it better than you found it. If there is a better or more efficient way of doing something, tell me about.

To create pride in our work environment, all staff has the right be involved in the planning of the work that they are included in. Don't get discouraged if your idea is not always used or implemented. No suggestion is a bad suggestion!

## **Protecting our Brand:**

Protecting the Patriot brand is something that we should not take for granted or lightly, and neither should you as a member of our team. Our Club has been in existence for over a decade and it will be around for much longer after we are here. Like our members, we should take pride in this wonderful facility, one of the very best in Oklahoma. The membership has entrusted us to be good stewards of the Club's resources and have put their faith in our ability to manage this Club into the future.

- ◆ I expect each of you to be great ambassadors of the Patriot both inside and outside the workplace.
- ◆ Always try to speak positively and never speak negatively about the Patriot, especially to our members or in a public setting. If you have issues, please see me.
- ◆ Wear the logo proudly, but never in a situation that projects poorly on the Club or membership.
- ◆ Protect the assets of this club. Conserve energy, properly maintain the assets we are given, and protect our working environment.

## Our Common Purpose:

The Ritz Carlton philosophy is simple: Ladies and Gentleman serving Ladies and Gentleman. Similarly, our golf operation at the Patriot will use the following as our common purpose statement: *“We exceed expectations by paying attention to every detail, every time.”* A common purpose is important, as it serves three critical needs:



1. It clearly defines and exemplifies our operational vision.
2. It communicates a message internally to the staff.
3. It creates an image of our golf operation.

A common purpose acts as a “promise” to our members and guests. It is important to realize that this is a living theme, not just words I’m putting down on paper.

## Professional Guidelines & Expectations

We will have specific quality standards that govern my team in defining our common purpose. The following are things that we will keep daily in our thoughts and actions!

### The Patriot Top 10 Professional Guidelines:

- 1. BE ON TIME**
  - ♦ If your shift begins at 6:30 AM, be at your designated area ready to work at this time, not just pulling into the parking lot. The golf business is a tough one to make up for lost time.
- 2. MAKE OTHER PEOPLE GLAD YOU ARE PART OF THEIR DAY**
  - ♦ Sometimes all it takes is a smile...
- 3. BE POSITIVE!**
  - ♦ Bad attitudes are never fun to be around, nor do they promote an effective team atmosphere. Choose the right attitude and be optimistic!
- 4. COURTESY**
  - ♦ Nothing sounds better to a member than hearing his or her name. Learn the name of every member and guest and address him or her properly in all occasions (use Dr., Mr. & Mrs.). Be polite and use ma’am and sir when appropriate. This should also extend beyond just members. Treat your fellow staff members and club employees as you would like to be treated. Courtesy is its own reward.
- 5. BE WELL INFORMED**

- ◆ Members and Guests expect us to be experts in many areas. This includes knowledge of the operation, of the members, current golf trends, and day-to-day activity. It is our responsibility to stay “in the know.”

#### 6. REMEMBER TO WRITE IT DOWN

- ◆ **“The duller pencil is better than the sharpest memory”**. There is nothing worse than forgetting to write down an important message, a special order, or forgetting to sign a member up for an event. Keep a “To Do” list and prioritize your tasks.

#### 7. HUSTLE

- ◆ Strive to complete tasks accurately but also in a timely manner. We all have a tremendous workload and a teammate can almost always use your assistance.



#### 8. FOLLOW A DAILY ROUTINE

- ◆ Understand what needs to be done and complete tasks by priority.

#### 9. DRESS FOR THE JOB OF TOMORROW

- ◆ We have standards for the operation, but a general rule of thumb is to dress for the job you will have, rather than the job you have now. Take pride in your appearance.

#### 10. BE HONEST

- ◆ If you have **integrity**, nothing else matters. If you don't have **integrity**, nothing else matters. A person is not given **integrity**. It results from the relentless pursuit of honesty at all times. Any signs of dishonesty will tarnish your future in the golf business.

### What I (Rich Niedergerke) Expect from You:

#### 1. COMPLETE LOYALTY

- ◆ You must be loyal to yourself, your faith, your family, and I expect you to be loyal to the Patriot and our team.

#### 2. PUNCTUALITY

- ◆ All good businesses keep regular hours, and you will be here and on-time for your work responsibilities.

#### 3. HONESTY

- ◆ I'll never mention this subject again, but this is non-negotiable. Any signs of dishonesty will eliminate your future in the golf business.

#### 4. PERSONAL APPEARANCE

- ◆ We will take pride in our personal appearance
- ◆ Everyone is responsible for conveying a professional image by adhering to our operational appearance and grooming standards.
- ◆ We will take pride in our work areas. Remember, no area is off limits to our membership. Members have access to all of our “backstage” areas. It is your responsibility to make sure your work area is as neat and clean as possible.
- ◆ Uncompromising levels of cleanliness are the responsibility of every staff member.



## What You Can Expect From Me:

### 1. LOYALTY

- ◆ When you are ready to move on in your career, I will do everything possible to assist you with that transition. During your employment at the Patriot, I will help build your skills and image as a top professional with our membership, other professionals, and our Section. My reputation and operation will be judged by the quality of my staff, as you are a reflection of me!



### 2. AN OPEN DOOR POLICY

- ◆ I am always interested in ideas on how to make our operation run more efficiently. I will also listen carefully to any issues you may have about something in our operation.

### 3. ENCOURAGEMENT

- ◆ I will encourage you to be the best. We are the best and experts in our profession.

### 4. CRITICISM

- ◆ In some areas, I will be critical in an effort to train you to run your own operation as well as I run mine. In other areas, I will let you learn from your own mistakes if I feel the lesson will last longer and not impair the efficiency of the operation. It is very important that you take the criticism as constructive criticism and not let it affect your attitude on the job.

### 5. PROMOTION

- ◆ A job well done in this operation will lead to excellent future opportunities. I will be diligent towards furthering your career with educational opportunities, club visits, trade associations, and other opportunities.

### 6. EDUCATION

- ◆ We will train you to be professional ladies and gentlemen. You will gain invaluable information about being a golf professional, including teaching and fitting.

# SECTION III – POLICIES & PROCEDURES

## Emergency & Safety Procedures

### Emergency Overview:

Like a Boy Scout, ALWAYS BE PREPARED. Chances are, at some point in your career, you will have a situation that requires you to use CPR and/or a defibrillator on either a member, guest, or co-worker. Regardless of the outcome, are you prepared to deal with an emergency? There is no worse feeling than being helpless in this kind of situation.

Please review all procedures and KNOW the location of our medical equipment. Should you require certification, or additional education on how to use the equipment, ASK! We will happily provide you with training to make sure you are aware of how to use our safety equipment.

Locations of Defibrillators at the Patriot:

1. Golf Shop (Assistants Office)
- 2.
- 3.
- 4.

### Safety Standards:

Safety is often overlooked, but the safety of our staff and members is crucial. You are our most important resource, your safety and health is one of my greatest concerns. Our goal at the Patriot is to have zero accidents on the job. However, they do occur and no matter how minor they are it must be reported immediately to your supervisor on duty, Assistant Golf Professional or the Head Golf Professional. All accidents or incidents must be appropriately documented on the same day as the incident! Any delay in the admission, or submittal of the appropriate documents will result in further employee action. These forms are available in the golf shop.



The entire management team in our operation is committed to providing the resources necessary to make this a safe work environment. However, I ask for your help to identify workplace hazards that can cause accidents.

# Weather Events

Oklahoma can be a volatile location for weather. Our weather experiences both ends of the spectrum from heat and thunderstorms in the summer, to snow and freezing cold. We are responsible for the well-being of our members and to act as stewards of the golf course. As a result, we must all be consistent when taking action due to weather concerns.

## **Heavy Rain:**

If we experience a significant amount of rain, do not allow members or guests back onto the golf course without previously communicating with the golf course superintendent. If any member of the maintenance staff is unavailable, check with either the Head Golf Professional or Assistant Golf Professionals for further direction.

## **Thunderstorms/Lightning:**

Patriot Golf Club has a lightning detection system onsite. When lightning is detected within a five (7) mile radius of the golf course, the system will designate a long siren blast. Players must abandon playing and head for cover immediately when this weather situation occurs. Always cue the outside staff, and the pool of the warning. Prepare for the flow of traffic from the course.



## Outside Services Staff:

- Prepare extra towels
- Cover all bags and move them under cover
- Be sure to clear carts to avoid blocking the cart return area
- Communicate with the players to execute their wishes for locating their equipment.

## **Tornado Warnings:**

In the event that the National Weather Service (NWS) issues a tornado warning for the immediate Tulsa region, we must quickly secure the Golf Shop, and evacuate the golf course. Our Members rely on us to protect their well-being while at our facility.

Time permitting; the following steps should be taken. However, in the event a tornado warning does not permit the following, procedures follow the immediate directions provided by your supervisor. Safety in inclement weather is our first priority.





### **Frost:**

If the ground appears frosted, or the temperature has dipped below 45 degrees, always communicate with the maintenance staff before acknowledging the start of play. Failure to communicate with maintenance personnel in these situations could result in play that significantly damages the golf course.

### **Snow/Ice:**

In the event that winter weather prohibits golf activity, the club may cease operation. An announcement regarding all winter weather closures will be made in a timely manner to all employees so that appropriate accommodations may be made. Please contact the Head Golf Professional or Assistant Golf Professionals in the event weather prevents you from being able to work. Occasionally, operational shifts may be affected if the weather causes golf course or Club closure.

# Golf Operational Standards

## GENERAL STANDARDS

### **Physical Appearance:**

The golf operation at The Patriot will provide each employee with a uniform for their job function. When arriving to work, your uniform must be well fitted, clean and neatly pressed. All shirts must be tucked in at all times.

The Patriot expects employees to maintain a clean, neat appearance in their dress and grooming consistent with the high standards of quality and service for our type of business. Employees arriving to work improperly dressed or groomed may be asked to return home to meet our standards.

**Hair:** All hair must be cleaned and neatly groomed and maintained at an appropriate length.

**Facial Hair:** Facial Hair is permitted as long as it is neatly groomed and maintained at an appropriate length.

**Jewelry:** No nose, eye, lip, or tongue jewelry may be worn while at work.

### **Time Clock:**

Time clocks are provided for hourly employees to record the number of hours worked each day. During orientation, you will be shown which clock you are to use daily. It is mandatory that all hourly employees punch in and out each day that they are working. You are expected to report to work in your respective area when scheduled. You should punch in at least 5 minutes, but no more than 10 minutes, before your shift is scheduled to commence. All employees are expected to punch out as soon as the shift has been completed.

In the event any employee deliberately falsifies working times or records punches for another employee, they will be subject to termination.

Under no circumstances is any hourly employee to work "off the clock." If anyone suggests or asks you to do so, please advise the appropriate management staff member.

### **Payroll & Timecards:**

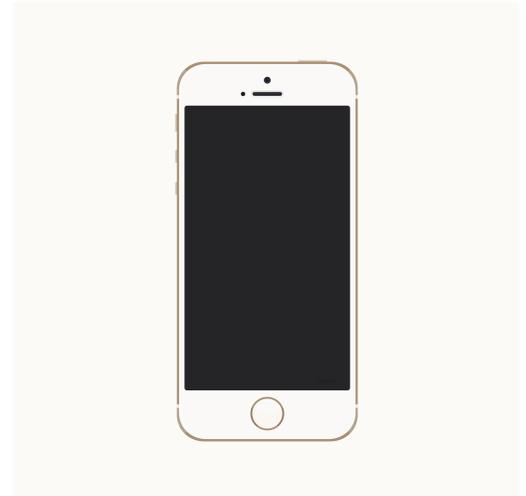
If you neglect to punch in or punch out, you must provide a typed document of your hours. This document must be presented to a Golf Professional by the beginning of any work week (Monday).

### **Cellular/Mobile Phones/Earpods:**

In today's world, having a cell phone readily available is the norm. Many of us look at it constantly to see the latest news or stay in direct contact with family and friends. This life-style needs to be adjusted while working at the Patriot. We hold a strict policy when it comes to cell phone usage. With a few exceptions for the Professional Staff, under no circumstance should a member or guest see you using your cellular phone. Under no circumstance are you allowed to wear Earpods while on property. While on property, all phones are to remain on vibrate. Below are the rules/policies for each staff member.

Golf Professional Staff – The golf professional staff will at times need to use their cell phones to provide assistance to the membership. For this reason, the Golf Professionals are allowed to use their cell phones under the following conditions:

- Inside the Golf Shop – If an Assistant needs to use their phone, they may do so in any office.
- Outside in the Operation – May use the phone using best discretion. The cell phone cannot interfere with our service standards to the membership!



Golf Shop Attendants and Outside Operations – When arriving at work, you must place your cell phone inside your drawer or locker. If the need arises to take a call:

- Excuse yourself by informing your co-workers of the intention.
- Accept the call in the break room and make sure you are not readily visible by members or guests.

*\*\*If caught with a phone outside of these designated areas during your shift it will result in an immediate write-up\*\**

### **Employee Parking:**

When arriving to work, employees are permitted to park their vehicle in the cart barn parking or the very far south side of the main parking lot. We reserve the parking spaces closest to the club house, golf shop & Pool for our Members and Guests. Remember, our members have paid for the right to park near the clubhouse.

### **Use of Company Property:**

All equipment provided by the Club, such as tools, desks, lockers, file cabinets, golf cars, utility vehicles, computer systems, computer software, email, phones, voice mail, and other items, are considered to be property of the Club and are to be used for business purposes only. These items may need to be reviewed by Club management in the ordinary course of business, or whenever a need arises. Such review or search may occur without prior notice. For that reason, any personal or private information, documents, or items should be kept at home.

We expect all golf operations employees to care for Club or golf assets and respect the property of the company. Operationally, we must be aware of our surroundings and follow the proper techniques

and procedures of the equipment to maintain our safety and security in the work environment. In order for us to continue making significant improvements to our capital, we have to first exercise caution in the care and protection of the assets we presently have.

Failure to comply with protocol or reckless negligence will result in disciplinary action by the management team. Additionally, employees that damage company assets will be held accountable for the charges related to the repair or replacement of the equipment.

### **Patriot Electronic/Business Tools:**

All Golf Professional Staff Members and the Director of Outside Services will be provided access to the Club's email system. Email is an essential tool to effectively conducting business communications, and is regularly utilized by our operation. All emails composed, sent, or received on the email system will remain property of the Club. They are not the private property of the employee. Employees should treat all emails as confidential information and are to be read only by the intended recipient. The email system and other company communication devices may not be used for solicitation of commercial ventures, religious or political causes, outside organizations, or other non job-related solicitations. In addition, employees may not use email, or other Club communications to send any material that violates the Club's policy on discrimination or sexual harassment. For example, sexual, racial, ethnic slurs or humor via email is not acceptable and will not be tolerated.



### **Radio/Headset Policies:**

Radios are an integral part of the golf operation. All outside staff members should have a radio and headset while on duty. Always exercise extreme care when handling this equipment because they are expensive to maintain. Radios and headsets will be checked out in the designated area and under the procedure presented in the outside services manual. All radios must be placed on a charger overnight to insure a proper charge throughout the day.



If you break a radio or headset due to neglect or misuse, you will be responsible for the cost of replacement. Our radios are very expensive, and cost over \$500 to replace.

Be sure to keep all radio conversations brief and professional. If a lengthy or confidential message needs to be delivered, seek out the individual's location and talk to them in person. Remember, there is always a member or staff member within listening distance of every radio communication. Don't say something that you will later regret!

### Radio Channels:

Golf Course Maintenance (Superintendent, Asst. Superintendents)	Channel 2
Golf Operations (Head Golf Professional, Golf Shop Staff, and Outside Service)	Channel 4

### **Tardiness:**

Employees are expected to arrive at work, ready to work at the scheduled time. A call to your supervisor is expected from any employee who anticipates arriving late for their scheduled work time. The employee is personally responsible for making this call and should not rely on an outside party. Failure to notify your supervisor of lateness may be cause for dismissal. A record of excessive lateness, like any absenteeism, will be a factor in appraising dependability and could lead to cause for termination. A late arrival in excess of ten (10) minutes past your scheduled start time will result in disciplinary action against the employee.



The work schedule is based on the premise that you will be on time and ready to work. If for any reason, you are going to be late, initiate the following:

- 1.) Call supervisor immediately.
- 2.) Notify co-workers and request they cover your responsibilities in the interim.
- 3.) Under no circumstances leave the operation shorthanded, at any time.
- 4.) Shift exchanges are only permissible when approved by a supervisor.

### **Alcoholic Consumption:**

No member of the golf operations team is permitted at any time while on club grounds, to consume or be under the influence of alcohol at any time. If you are found with an open container or alcoholic beverages in your possession, your employment will be terminated. If alcohol consumption during non-scheduled work times influences or affects your job performance, you will be held accountable for your actions.

If there are remaining alcoholic beverages found while cleaning carts, please place these in a merchandise bag and keep them in the bag room, for prompt return to the Golf Shop. Employees are not allowed to take alcoholic beverages from the Club, and are subject to termination if found doing so.



### **Smoking/Tobacco Policy:**

The use of tobacco while working and in front of Members or Guests is not permitted. Smoking during breaks and lunch periods is allowed in the designated area only. Employees wishing to smoke must do so behind the kitchen entrance. Please be mindful of throwing any cigarette butts on the ground. All butts must be thrown away in the trash receptacles.

### **Golf Cart Safety:**

The operation of golf cars is an integral part of our Club operation. We expect our employees to follow the safe operating procedures of these cars. Inappropriate operation or reckless behavior, can lead to personal injury, death, and property



damage. We will not tolerate irresponsible behavior when operating our golf cars and we will hold our employees accountable for their actions. Your safety and the safety of our membership are of the utmost importance.

Below are a set of operational procedures that each employee must acknowledge in the operation of our golf car fleet. Should anyone have any questions or concerns regarding golf car safety, please notify a member of the professional staff.

- At all times golf cars should be operated at a speed equivalent to a well-paced walk. Please be mindful that the maximum speed of a cart depends upon the terrain over which it is being driven, the weather conditions, and the total weight of the golf car.
- All passengers must be seated, with both feet inside, while the golf car is being operated.
- Never exceed the number of available seats for the number of passengers or allow riders on the back of the car.
- Always drive slowly through turns.
- To avoid tipping over, always drive straight and slowly up and down slopes.
- Use extra care when operating a golf car in reverse, and check for what is behind the car.
- Use extra caution on hills, wet turf, loose surfaces or rough terrain.
- Avoid abrupt stops and sharp turns that cause skidding.
- Always do a visual inspection of the tires for proper inflation, cuts or punctures.
- Check for proper steering condition.
- Check brakes for proper operation.
- Always disconnect all battery charger cords before using the golf cart.
- Be sure to report and any sign of exposed battery acid.

**IMPORTANT** – If you notice any damage to a golf cart, bring the golf cart down to the barn and inform the Director of Outside Services of the damage immediately. If you are aware of how the damage happened, inform your immediate supervisor at your earliest convenience.

### **Vacation/Personal Time Off**

Paid vacation will accrue for Full-Time Employees after 1 (one) year of successful service within our operation. Please consult with your immediate supervisor for the amount of vacation that you are eligible to receive.

If you elect to seek time off (paid or unpaid) all staff employees must approve the designated hours on Paylocity they would like off at least 10 days in advance.

There will be no exceptions made to this policy. All hours posted on the schedule will be the responsibility of the employee.



# Basic Employee Information

## **Employee Introductory Period:**

All newly hired employees are required to complete an Introductory Period of 90 days. The Introductory Period will be extended if an employee is on an authorized leave of absences for a statutorily protected reason, and may be extended for other reasons if the Club deems appropriate. At the end of this 90 day period, your performance will be evaluated. Full Time Employees are eligible for Health Insurance on the first of the month following 60 Days. Eligibility for all other benefits will not be until the introductory period has been satisfactorily completed.

## **Hours of Work:**

### Patriot Golf Club Work Week:

The official work week, as defined by our Club, commences every Monday and ends on Sunday. Payroll is completed on a bi-weekly basis, and will be distributed to employees Friday afternoons at 2:00 PM within the department. For a complete schedule of payroll dates, please contact your immediate supervisor.

## **Break Periods:**

Non-exempt employees are entitled to take a ten (10) minute break near the middle of each four (4) hour segment during the designated workday. These breaks are considered paid time, and should be scheduled accordingly by notifying the respective supervisor. Business levels during the day will dictate the appropriate timing for each break period.

## **Meal Periods:**

Non-exempt employees must take a meal period of not less than one half hour within the first five and one-half hours of their daily work schedule. Employees on a daily work schedule of six (6) hours or less may waive their unpaid meal period by mutual written consent with their supervisor. These meal periods are considered unpaid time. Non-exempt employees are not permitted to work during their lunch period, unless otherwise approved by their supervisor.

Lunch will be provided daily for all employees in the main clubhouse inside Southwood café. Lunch should only be eaten inside the employee cafeteria, or in the Caddie Room in the lower level of the golf shop. Your respective area must be covered by appropriate staffing levels before leaving for lunch. Food is not permissible while on the golf shop floor, bag room, and especially not in front of members or guests!

### Employee Performance Reviews:

We strive to create an environment for our employees that foster career growth. Throughout the course of the year, we will ask our employees to create quarterly goals for their personal development. We will use these goals and other evaluation criteria to measure an employee's overall performance. Initial employment reviews will be conducted after an employee successfully completes their first ninety (90) days of employment with the Club. After completing this Introductory Period, employees will then be reviewed on annual basis the first quarter of the year.



### Employee Uniforms:

All golf operations staff members, upon successful completion of a trial period of up to thirty (30) days, will receive staff uniforms for their respective position. Your immediate supervisor will provide you with a uniform. Each outside service employee will be given a Patriot Golf Club name badge that must be always worn while on duty. Apparel for inclement weather (rain, cold) will also be made available for use and will be issued on an as-needed basis.

Clothing carried within the golf shop may only be worn by the professional staff or golf shop attendants. Always attempt to special order your apparel rather than taking merchandise off the shelves. You must make appropriate notation when merchandise is selected for staff uniforms for inventory purposes.

### Apprentices & PGA/PGM Program:

All apprentices are expected to maintain acceptable progress in the Professional Golf Management (PGM) program as outlined by the PGA of America. Individuals that are



**PGA**  
Golf Management

committed to successfully completing this program will be provided assistance in acquiring and developing the necessary skill sets to achieve Membership. These skills will greatly benefit the golf operation and the level of service provided to our

membership. Consequently, The Patriot will provide Apprentices in good standing with financial assistance for each successfully completed level within the program.

Current PGA members are entitled to annual dues payment, and an educational allowance for the CPP or Master Professional Program. A travel and seminar allowance may be provided for approved activities by the Director of Golf/Head Golf Professional.

### Playing & Practicing Privileges:

It is a great privilege (not a right!!) to be able to play golf at one of the finest courses in Oklahoma. Each employee in our department has opportunities to play, but certain restrictions are enforced depending on your position within the operation. Review the guidelines below:

Professional Staff: Full golf privileges allowed. All guest requests must go through the Head Golf Professional.

Outside Services Supervisor: Full golf privileges allowed. Guest privileges allowed after first 90 days and with approval from the Head Golf Professional.

Outside Service Attendants: May play & practice on Mondays & Wednesday only after 1pm. NO GUESTS ARE PERMITTED.



### **Employee Playing & Practicing guidelines:**

#### **Practice Facilities Use**

- All practice must take place on the **NORTH END** facility and approved by a golf professional.
- All employees must adhere club dress code rules while on property.
- Please clear off any balls off the short game after use.
- Rake any bunkers you step into
- If we are low on range balls that means the practice facility is too busy for staff use.
- If there are 3 or more players hitting golf balls on the North End of the range, then that means the practice facility is too busy for staff use.

#### **Golf Course Use**

- All playing times will be subject to change based on member play.
- No fivesomes
- No guests under any circumstances unless approved by the General Manager or Head Golf Professional
- All players must have a scheduled tee time that is approved by a golf professional.
- All employees must adhere club dress code rules while on property.
- You must do your part in taking care of the golf course. Raking bunkers, picking up stray trash, fixing ball marks, picking up broken or discarded tees, and abiding by cart restrictions and traffic patterns is only a part of what we ask from our members and expect even more from our staff.
- You must adhere to the pace of play rules and allow faster groups behind you to play through.

# Job Descriptions

## Assistant Golf Professional Essential Duties:

- ◆ Actively pursuing completion or completed requirements for PGA membership and maintain an active classification in the PGA of America.
- ◆ Maintain a professional image at all times by being properly dressed.
- ◆ Supervise and manage the total golf operations in a professional and efficient manner in the absence of the Head Golf Professional.
- ◆ Assists with planning, budgeting and cost controls for the golf operation.
- ◆ Provide excellent customer services, professional advice and assistance to all patrons.
- ◆ Assists in administering all point of sales applications and needs as it applies to cart fees, guest fees, merchandise sales, and other member/guest billing.
- ◆ Reconciles daily tee sheets, performs check-in, and receives payment from members/guests.
- ◆ Resolves discrepancies as it applies to duplicate charges and over or under payment.
- ◆ Be informed on and promote all club golf activities.
- ◆ Assists in purchasing, receipt, display, inventory control, promotion and sale of merchandise.
- ◆ Assists in maintaining a clean, orderly, and well-stocked golf shop.
- ◆ Organizes lesson plans, provides member instruction, and assists in the coordination of the junior golf program.
- ◆ Assists in preparation for all golf outings including coordinating scorecards, cart labels, rules sheets, score sheets, format sheets, tee favors, pairing sheets and hole assignments.
- ◆ Monitors members' scores, records member scores in USGA system, and bills members.
- ◆ Follows established opening and closing procedures.
- ◆ Assists with employee training.
- ◆ Manages golf club repair for membership.
- ◆ Manages the operation of practice facilities.
- ◆ Maintains flexibility to take on new and different tasks as directed by the Head Golf Professional.
- ◆ Incorporates safe work practices in job performance.
- ◆ Attends all staff meetings.
- ◆ Supports the philosophy, policies, objectives, and decisions of the Club.

## Director of Merchandise Operations Essential Duties:

- ◆ Receives shipments, prepares merchandise, and receives merchandise into inventory through the POS system.
- ◆ Presents merchandise in attractive displays, changes/updates displays on a regular basis. Ensures a fresh look is maintained in the shop.
- ◆ Processes receiving documents for accounts payable.
- ◆ Regularly reviews purchase order book and reconciles special orders, back orders and charges.
- ◆ Leads/Assists in monthly/quarterly inventory in retail shops.

- ◆ Develop business and long-range marketing plans supporting departmental goals, directions, and priorities.
- ◆ Maintains purchasing log to reconcile against monthly purchases.
- ◆ Maintains sufficient stock levels and assists in ordering merchandise for retail shop. Places special orders for members and guests.
- ◆ Ensures stockrooms are kept organized so that items are easy to locate.
- ◆ Sells and maintains retail shop merchandise while providing member/guest service.
- ◆ Assists in training of shop staff.
- ◆ Manage vendor performance to maximize profitability and achieve financial objectives.
- ◆ Maintain collaborative partnerships and negotiate effectively with vendors and golf shop staff members.
- ◆ Processes return authorizations.
- ◆ Maintains flexibility to take on new and different tasks as directed by the Department Manager.
- ◆ Incorporates safe work practices in job performance.
- ◆ Attends staff meetings.

## Director of Outside Operations

### GENERAL RESPONSIBILITIES

- ◆ Cordially greets all members and guests, openly offer information about the Club, and communicate pertinent daily play details.
- ◆ Ensures all amenities are prepared and well maintained throughout the day. Amenities include, but are not limited to the: Driving Range, Short Game, Putting Greens, Golf Carts, Bag Drop, North End Practice Facility, and Bag Room.
- ◆ Creates a high-end service environment that promotes the game of golf and meets the needs of the members. Ensures that the staff provides a high level of customer service.
- ◆ Inventories and controls supplies for the golf services operation.
- ◆ Maintains constant communication with the golf professional staff.
- ◆ Works with the golf professional staff to organize all groups/outings that are being hosted by the facility and prepares staff and facility for these events.
- ◆ Assists in maintaining the overall upkeep of the Bag Room, Cart Staging/Bag Drop, cart storage area and parking lot. Immediately reports issues with physical areas.
- ◆ Assists in preparing work schedules and assigns employees areas of responsibility.
- ◆ Assists in interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining staff; addressing complaints and resolving problems.
- ◆ Assures that effective, on boarding, orientation and training are given to each new staff member. Develops ongoing training programs.
- ◆ Communicates any changes or new policies and procedures to the department.
- ◆ Maintains flexibility to take on new and different tasks as directed by the Head Golf Professional.
- ◆ Be informed and promote all club golf activities.
- ◆ Incorporates safe work practices in job performance.

- ◆ Conducts meetings with staff.
- ◆ Attends all Golf Shop Staff meetings.

### Golf Shop Attendant

- ◆ Cordially greets all members and guests, openly offer information about the Club, and communicate pertinent daily play details.
- ◆ Assists the Professional Staff with managing first tee play.
- ◆ Responsible for updating the starters list and charging golf rounds appropriately.
- ◆ Use proper phone etiquette when receiving a call from members and guests.
- ◆ Promptly provides correct information to members and guests regarding current promotions, events, and the like.
- ◆ Works closely with the Director of Retail Operations in tagging and displaying merchandise.
- ◆ Utilize the POS in member/guest purchases.
- ◆ Be able to perform basic math skills while utilizing the POS.

### Golf Services Attendant Essential Duties:

- ◆ Assists with the overall upkeep of the clubhouse, cart storage area and parking lot.
- ◆ Assists in the setup and execution of golf tournaments and outings.
- ◆ Provides sincere and courteous service to all members/guests with items such as bag handling and club cleaning.
- ◆ Maintains the cart staging area in a neat and orderly fashion, including the podium and bag drop area.
- ◆ Maintains the cart storage area and cart wash down area in a neat, clean and orderly condition.
- ◆ Prepares golf carts for play following the standards of Patriot Golf Club.
- ◆ Assists in educating players regarding course policy, current cart policy, speed of play and so forth.
- ◆ Assists players by changing their golf spikes, if needed.
- ◆ Performs range maintenance such as: presenting practice facility with practice balls, bag stands, den caddies and/or ball pyramids, and maintains ball inventory over the course of the day.
- ◆ May direct start of play.
- ◆ Maintains accurate records of golfers renting clubs
- ◆ Services the golfer who is renting golf clubs and cleans rental clubs upon return.
- ◆ Assists with food and beverage activities.
- ◆ Cleans golfers clubs upon completion of play.
- ◆ Maintains flexibility to take on new and different tasks as directed by the Department Manager.
- ◆ Incorporates safe work practices in job performance.

# Conclusion

Once again, congratulations, and welcome to our team! We are very excited about your future with us, and look forward to a dynamic relationship in helping you to build your professional career.

This manual has been designed to assist you with an overview of the operational policies, benefits, & guidelines. However, this manual does not encompass all employee functions, and responsibilities. We expect that our employees will be able to ebb and flow with the changing nature and demands of our business.

Our intention is for this information to enable you to better understand our expectations for employees and their responsibilities. As indicated throughout, we have very high expectations and standards for the employees of our facility. We welcome and encourage comments and suggestions to make this a better workplace for our employees.

Welcome!

**Rich Niedergerke, PGA**  
**Head Golf Professional**



# Signature Page

*By signing below I acknowledge the following:*

- 1) I have read all information contained within this document.
- 2) I clearly understand all information presented.
- 3) I will be accountable to conduct my actions according to the policies and procedures contained within.
- 4) If I have any questions pertaining to the material within, I will ask prior to signing this document.

*With my signature, my behavior and work performance while employed within this golf operation can and will be based on information included.*

**Signed**

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Employee Name

Date