



# DONABATE GOLF CLUB

## Advertisement: Donabate Golf Shop Supervisor Role

Donabate Golf Club is a stunning 27 hole parkland course located in North County Dublin, just 12 minutes from Dublin Airport. Founded in 1925, this now mature parkland offers varying challenges on each nine, created by a combination of water hazards, mature trees and undulating greens, which are all sand based allowing year round play.

Donabate is proud of its state of the art Club house with fantastic Bar and Restaurant Facilities available to our members and visitors alike. The Club is also the home of Donabate/Portrane tennis club and has wonderful on-site tennis facilities.

The Club has an exciting new opportunity for a Golf Shop Supervisor. We are looking for a passionate individual with a strong Golf understanding and background who will deliver an outstanding front of house experience to our members and many visitors.

### General Responsibilities

- Organise all golf related front-of-house duties.
- Plan and oversee the set up of all golfing events in conjunction with the Club Manager.
- To supervise the day to day operations of the Golf Shop ensuring it is run as required.
- To supervise the Golf Shop staff on a daily/monthly basis ensuring excellent levels of customer service.
- To be a role model for junior staff in terms of attitude, work ethic and customer service.
- To ensure that all customers are satisfied with the services provided, dealing with special requests, issues and complaints if and as they arise.
- Promote upcoming Club events / Socials.
- Ensure that customers are served in the correct manner by professional and friendly staff.
- Supervise stock rotation and organisation of the Golf Shop.
- Carry out monthly stock takes of Golf Shop inventory.
- To liaise with the Club manager as to the implementation and enforcement of all applicable club policies and operating procedures.

### **Specific Responsibilities.**

- Open / Close Shop in line with seasonal schedule agreed with Club Manager
- Supervisor will be responsible for rostering of staff in line with budgetary requirements.
- Ensure Course information is updated daily.
- Deliver on Budgeted Shop Sales targets and margin income including:
  - Actively Sell, Upsell, Cross Sell shop products (twos, coffee, confectionary, equipment).
  - Provide daily cash/ payment receipt reports to Club Manager.
  - Provide daily visitor/ guest details to appropriate committees.
  
- Manage all/any BRS work as agreed with Club Manager.
- Booking Visitors/Green Fees/ Societies /Corporate days and manage welcome service for same, as agreed with Club Manager.
- Incept and manage Golf teaching services, recruit and maintain a panel of appropriately skilled Professionals and manage the service provided as agreed with Club Manager.
- Administration of Buggy hire, including moving buggies in morning and evening with cooperation of Course staff and Club Manager.
- Carry out Course Ranger Duties as required by Club Manager.
- Record visitor details and add to Clubs marketing mailing list.
- Shop and surrounds are kept in a clean and hygienic condition.
- Perform any other Sales and Golf Services which the Club Manager deems necessary.

### **Skills Required:**

- Must have 3+ years of Retail Experience.
- Must have 2+ years of people management experience.
- Must possess excellent interpersonal skills.
- Must have excellent Customer Service skills.
- Must possess strong computer skills. (Excel / BRS / ClubV1)
- Basic accounting skills.
- Must have solid Golf knowledge.
- Previous experience in working in a golfing environment a plus.
- Competence in Cash/ Electronic transactions and reconciliation required.
- Marketing and Sales skills will be a distinct advantage.

Interested Applicants must apply in writing, with accompanying CV, to [info@donabategolfclub.com](mailto:info@donabategolfclub.com). No later than Friday 18<sup>th</sup> of August, 2017.