



## GOLF OPERATIONS

### **I. Position**

Night Time Lodging Operations

### **II. Job Description**

The Night Managers primary responsibility but not limited to, attending to guests' needs overnight, nightly surveillance of the property, checking in late arrivals and checking out early departures. The Night Managers secondary task include performing nightly cleaning duties in the clubhouse and any other small tasks as directed by supervisor. Must be a friendly positive professional with a desire to deliver outstanding customer service for all guests at Erin Hills. A task oriented individual who is able to be self-motivated and stay on task.

### **III. Areas of Responsibilities**

- Five Overnight Cottages Around Erin Hills
- Complete Lodge Building - excluding Irish Pub
- Village Club House -excluding dining room
- Keeping outside guests off the golf course
- Erin Hills Welcome Gate

### **IV. Primary Responsibilities**

- Answer any calls and take appropriate action to satisfy guest
- Grant Access to all individuals arriving on property who are expect to be there
- Anticipate and attend to overnight guests' needs
- Maintain the security of the premises, alerting the proper authorities when needed
- Reports any maintenance issues to the Assistant Golf Shop Manager
- All guest complaints should be reported immediately to ensure quick resolution
- Ensure cleanliness of the Locker Rooms, Offices, Pub, Golf Shop, and Private Dining Rooms
- Check-in any late arrivals that arrive after golf shop closes
- Check-out any guest leaving the property before the hours of 5:30 AM
- Responsible for doing daily duties to ensure the overall quality of guests experience
- Perform End-of-day procedures and daily reports for department heads

### **V. Physical Requirements**

- Apply physical dexterity with some bending, stretching, reaching grabbing, holding and carrying
- Hear and speak in order to communicate with others
- Occasional lifting of 50 pounds unassisted
- Stand and walk for the majority of a work day, sometimes on uneven surfaces
- Be able to stay alert between the hours of 9:00 PM and 6:00 AM

### **VI. Personal Qualifications**

- Genuine customer service skills
- Self-motivated while maintaining excellent time management
- High School Graduation or GED
- Attention to detail with Knowledge of basic cleaning procedures

### **VII. Reports to:**

- Golf Shop Manager