

Mallard Pointe Marshal Duties and Procedures

Equipment:

The Marshal Cart should include these items:

1. First Aid Kit
2. Salt Pill Dispenser
3. Trash Bag and Pole to be used for Trash
4. Cups and Water Cooler (summer)
5. Radio
6. Marshal Log
7. Pencils, score cards and tip sheets

Duties:

The Golf Course Marshal's duties include but are not limited to the following:

1. Patrol the golf course against the flow of traffic without affecting the play of the golf course patrons.
2. Enforce the golf course **PACE OF PLAY** regulations.
3. Enforce the golf course **CART** regulations.
4. Enforce the golf course **DRESS CODE**.
5. Enforce the golf course **NO PERSONAL COOLER** regulations.
6. Administer First Aid if necessary and aid in the notification of Emergency Services if needed.
7. Pick up trash on the golf course and around the golf club house
8. Keep the general public who are fishing, hawking balls, walking, jogging, roller-blading, etc. off the property.
9. Maintain a log of all happenings during the shift, which may include names, places etc.
10. Notify management of any situations, which arise from maintenance, such as leaks.
11. Be available to players to answer questions regarding rules, and in the search for lost golf balls.

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Pace of Play:

1. 14 minutes per hole for four players is the accepted pace.
2. Under peak play conditions there should be no space between groups.
3. Coordinate with the starter if on duty when making decisions on the pace of play of a particular group.
4. Assist players in improving their pace by making best use of carts, playing **READY GOLF**, and by aiding in their search for a lost ball.
5. On par 3's during peak play it may be advisable to ask those teeing off to let the following group play to the green when they have all reached the putting surface.

Golf Cart:

1. No one under 16 years of age may operate a golf cart.
2. No more than 2 riders and 2 bags per cart.
3. **CARTS ON PATH**
4. Ask players to keep feet and legs inside the cart.
5. Discuss cart abuse with the player and management.
6. In the event of an error on the part of Mallard Pointe's staff or an equipment breakdown, apologize and quickly rectify the situation.

Dress Code:

The dress code at Mallard Pointe is very simply what could be described as PROPER GOLF ATTIRE. This means very simply clothing which is not of the type of gym suits, cut off jeans or t-shirts, and flip-flop sandals.

Conduct:

1. At all times conduct yourself in a professional manner.
2. When confronted with a policy decision be **FIRM** but, also **BE NICE**.
3. When you are confronted with a belligerent patron, **BE NICE**.
4. When you can no longer **BE NICE**, contact a professional on duty and leave the situation.
5. Never **ARGUE** with a patron.
6. Never **DEMEAN** a patron.
7. **ALWAYS, ALWAYS, ALWAYS, BE NICE.**