

LGCC Operating Standards – 1st Impressions

This template is intended to document the target operating standards for various aspects of our Club. The table outlines Desired Outcomes and is followed by more details on some course standards. Think in terms of creating a positive first impressions as each golfer enters our club... interacts with the course, facilities, staff, members and guests.

Dimension	Desired Outcome
Entrance to Club	<ul style="list-style-type: none"> • Effective, visible signage • Neat and tidy • Smooth surface
Parking lot <u>SEE Details following this table</u>	<ul style="list-style-type: none"> • Effective, visible signage • Smooth surface • Neat and tidy – no garbage or weeds, parking posts and roped in good condition • Good drainage • Good lighting
Pro-shop	<ul style="list-style-type: none"> • Knowledgeable, courteous staff – easily recognized • The right merchandise with competitive pricing; bright and accessible layout • Access to information helpful to golfers (e.g. work on 14 fairway)
Practice Area <ul style="list-style-type: none"> • Driving range • Sand trap • Putting green 	<ul style="list-style-type: none"> • Behaviour of Members and Guests shows they own practice areas- • Quality mats and related equipment – Tee holders, ball washer with water • Good sod and soil on Grass T-box • Neat and tidy: no garbage or weeds; • Adequate number of visible yardage signs, • Area for power carts so they are not in traffic area • Quality practice area, size and quality of bunker and green area • Putting green – neat, clean with adequate number of pins/cups; it is maintained to same standard as the greens on the course.
Carts – condition and availability <ul style="list-style-type: none"> • Pull cart • Power cart <u>SEE Details following this table.</u>	<ul style="list-style-type: none"> • The right number of power and pull carts in good condition including full sand bottles • An effective cart storage and wash facility • A replacement plan to keep fleet in good condition over time • Annual maintenance check by shop mechanic
Equipment <ul style="list-style-type: none"> • Course and shop equipment • Clubhouse equipment and appliances • Maintenance Shop 	<ul style="list-style-type: none"> • Equipment is well maintained and safe to operate • An active equipment replacement plan in place • Shop is safe, good lighting and an efficient layout
Hole #1 tee-box <ul style="list-style-type: none"> • Appearance • Comfortable setting • Sets tone for perception of overall course 	<ul style="list-style-type: none"> • This tee box will be neat, tidy and presentable and easy to maintain.

Lacombe Golf and Country Club Operating Standards details

Parking lot:

The Grounds Staff maintains the parking lot area. Weeds are sprayed on a regular basis as needed. Ropes and posts are examined every spring and painted or replaced as necessary. The parking lot is scraped with the box blade and the tractor to smooth out the parking surface and fill potholes. During the winter months heavier equipment may be brought in by DB Bobcat to assist in this process. The grounds crew also looks after snow removal during the winter.

Garbage Removal:

Garbage is cleared from receptacles on the golf course daily and placed in the bins by maintenance staff. Garbage is cleared by the back shop staff from receptacles around the clubhouse. Garbage from the clubhouse is cleared 3 times daily, in the morning by grounds staff, during the day by the kitchen staff, and in the evening by the back shop staff.

The garbage bins are cleared by the city twice weekly and the cardboard bin is cleared weekly. Cans and bottles are cleared from the golf course, the garbage bins and the clubhouse. They are bagged and stored in the shed on the west side of the building. The bottle depot picks up our recyclable materials and sends us a cheque.

Janitorial:

Clubhouse janitorial is scheduled daily during the golf season, both up stairs and down. The expectations for the janitorial staff are:

1. To provide a clean, sanitary environment for members and guests
2. To report any damage or equipment failure to management
3. To inform management if supplies are low and need to be re-ordered

The task list is attached. The GM checks clubhouse facilities daily.

On-Course Washrooms

The maintenance set up crew will check all on course washrooms to ensure that they are clean and properly stocked. Minor touch ups will be done by the set up crew and any major needs will be reported to the Superintendent.

The daily checklist is given to the staff on the white job board which details responsibilities for the day.

For washrooms this includes:

1. Daily sweeping
2. Emptying all garbage
3. Restocking paper supplies and soap as needed
4. Cleaning sinks, toilets and urinals
5. Mopping the floor as needed

General:

The back shop cleans the pro shop every night as part of their duties.

The kitchen staff clean and maintain the kitchen to a standard that exceed current health requirements.

They also maintain the BBQ and police the garbage from this area.

Dining room staff is also responsible for policing the deck and washing windows as required.

All staff is to report any damage or equipment failure to management, and must also inform management if supplies are low and need to be re-ordered.

Pro Shop

The Head Professional (Kevin) is supported by 3 Assistant Professionals (Tye, Scott & Jason) as well as 2 part time staff (Jeremy & Chantelle). During the golf season, the Pro Shop is open 16 hours a day, 7 days a week. Tye is the senior assistant and has full authority to act in Kevin's absence.

The goal is to ensure that we provide the highest quality service and products to our members, guests and corporate customers.

Most of these responsibilities are shared by all of the staff.

1. Oversee daily operations of the Pro Shop, including sales and inventory.
2. Mentor the professional staff and ensure their conduct and education are aligned with Canadian PGA standards.
3. Oversee training of all staff in the front and back shop.
4. Work closely with management towards the financial objectives of the club.
5. Enforce club rules and policies.
6. Manage the tee time reservation system, the first tee and course marshaling.
7. Provide the best possible teaching and lesson programs for Members, the general public and junior golf.
8. Promote the club and its facilities and boost our exposure within the industry.
9. Organize and administrate all club events.
10. Organize and administrate all corporate events.
11. Prepare an annual budget for the pro shop and back shop.
12. Assess daily, weekly and monthly sales and costs against the budget.

The Pro Shop is the first point of contact every day for every customer. Their ability to greet people in a professional manner is vital to ensuring great first impressions and retaining customers. The quality of their work as representatives of the Club is the basis for a positive experience for our members and guests every day.

Practice Areas:

The goal is to ensure that these areas are properly maintained through mowing, and grooming to provide our members and guests with the best possible practice experience.

Putting Green: The putting green is maintained at the same standard as the greens on the golf course. The grounds staff cut, trim irrigates, fertilize and aerate on the same schedule as the rest of the golf course.

Driving Range: The driving range is irrigated when necessary and cut once weekly on Wednesday mornings. The grass tee is aerated and top dressed as needed by grounds staff, depending on the usage.

The back shop responsible for ensuring:

1. That range mats, tees and baskets are in good repair.
2. That the grass tee hitting area is rotated on a regular basis.
3. That signage is in place to inform patrons of the hours of operation for the grass tee.
(Closed on Monday, Wednesday and Friday)
4. To clean up any garbage and broken tees
5. To provide, pick and clean an adequate supply of range balls.

This area is monitored by the pro shop staff as well as the Superintendent and his assistants.

Power Carts:

The power carts are subjected to heavy use, which means they are all used at least once daily. They operate in all conditions, either under the 90 degree rule or cart path only if surface conditions are extremely wet. Electric carts are durable and fairly easy to maintain.

Back shop staffs are the carts daily:

- Visually inspect carts for wear, damage and proper inflation on a daily basis.
- The following are checked for performance each day
 - Forward / reverse switch
 - Brakes
 - Parking brake
 - Reverse buzzer
 - Steering
 - Accelerator
 - Windshields
 - Baskets, straps and clips
- Batteries are checked for electrolyte levels and watered monthly (we have a single point watering system which does not require a weekly or monthly manual check) or more often if required. Battery tops are washed and terminals are cleaned monthly.
- Carts are washed and charged daily; Staff inspects carts for damage after use and before washing at the end of the day.
- Manual maintenance checks are performed annually by our mechanic. This service includes batteries, the pedal group and a review of all hardware on the vehicle.

On course standards:

Greens:

All greens are to be smooth, uniformly turfed with healthy grass, free of infirmities, firm but pliant enough to hold a well struck shot. Putting speed is generally to be maintained at the maximum speed consistent with the long term health of the grass and should be uniform from hole to hole. Green speeds will range around 9 on a -meter. The green speed may be faster for certain tournaments and events and will be coordinated in conjunction with the golf shop.

Damage from ball marks must be kept to a minimum through communications with members and the daily efforts of the maintenance staff. The size, shape and contour of each green shall be maintained in accordance with its original design. Periodic verticutting and top dressing will be performed to reduce thatch and grain accumulation along with assisting in the goal of green speeds. Cups, flags and poles are to be uniform, clean, and maintained in good repair.

- Mowing Frequency: Daily
- Equipment: John Deere walkers
- Mowing Patterns: Change daily, edges must be straight and well defined
- Cutting Height: .140 inches
- Cup Cutting: Clean crisp edges with no bulging, set .25 inches below ground level
- Aerification: Twice yearly
- Fertilization & Pesticide Application: Per superintendent's annual plan
- Water Control: Per superintendent's annual plan

Fairways:

All fairways are to have a uniform coverage of healthy, well groomed turf. The surfaces are to be firm, but not too hard. Shots should have a reasonable amount of roll. Wet spots should be drained, especially around the greens so that shots have the opportunity to roll onto the greens. Fairway edges are to be well defined and contoured in accordance with the design of the course.

Mowing Frequency: Three to four times weekly, depending on the growth rate

- Equipment: Five-plex mowers
- Mowing Height: .600 inches
- Aerification: Per superintendent's annual plan
- Fertilization & Pesticide Application: Per superintendent's annual plan
- Water Control: Per superintendent's annual plan

Tee/Greens Surrounds and First Cut Rough:

All aprons, tee banks, and bunker edges are to be smooth, uniformly turfed, with healthy grass, free of infirmities and firm.

Depending on growth, these areas will be mowed two to three times weekly with a sidewinder rotary mower.

The operator will ensure that his area of cutting responsibility will be blended properly into the other manicured areas (tees, collars, approaches, fairways and rough) to maintain the playability and aesthetics of the course.

Rough:

Turf conditions in planted roughs will be maintained at a higher level than most other clubs. They should be uniformly turfed with healthy grass, and be free of impurities and infestations. The grass height should be higher than fairway height to maintain a good contrast. The height should be high enough to add some difficulty to shots, but should not penalize players.

- Mowing Frequency: Twice weekly
- Equipment: Rotary mowers
- Mowing Height: 2.5 inches
- Bunker Banks: Hand mow weekly
- Aerification: Per superintendent's annual plan
- Fertilization & Pesticide Application: Per superintendent's annual plan
- Water Control: Per superintendent's annual plan

Tree Management Line of Sight:

Trees or limbs interfering with the line of play will be trimmed or removed.

Cart and Walking Paths are trimmed back every two weeks or when needed.

Fallen limbs and major storm damage are cleaned up as soon as possible. Longer term cleanup is required for small branches and leaves brought down by wind and hail.

Any situation which may present a safety issue to staff or patrons will be dealt with immediately.

There is no program in place for replanting or replacing trees. A small tree nursery does exist in the area east and south of the 18th blue tee.

A sod and turf nursery is maintained adjacent to the 19th hole.

Bunkers:

Maximum consistency should be maintained from bunker to bunker. All bunkers are to be kept smooth and even. All bunkers are to be deep raked. All bunkers should be kept free of rocks and vegetation. The edges and slopes adjacent to bunkers shall be kept in an attractive manner and trimmed to the height of the rough.

As much as possible, irrigation water shall not be allowed to invade bunkers and create undue compaction. Drainage shall be provided in trouble spots. Sand rakes shall be provided. All rakes will be maintained in good condition and repaired or replaced when necessary. All rakes shall be conveniently placed for use by members.

- Frequency: Bunkers will be raked daily, smoothly and carefully to maintain their firmness
- Debris, grass leaves or weeds must be removed
- Sand is to be pulled up on the banks of bunkers
- Washouts and bare spots should be filled as needed and any areas needing major refilling must be reported to the superintendent
- Minimum Sand Depth: 2 inches on banks and 4 inches on level areas
- Mechanical Rakes: Should not be used on the banks of bunkers

Equipment Failure:

An equipment replacement program is being worked on and updated. We do have some back-up capability for most of our equipment. When needed, equipment that is down for repair is usually repaired on site quickly. If repairs cannot be accomplished in a timely fashion, we are able to borrow equipment from other golf courses or secure demo equipment from manufacturers. The arrangement with other courses is reciprocal and has worked well for several years.

Staff Numbers/ Experience:

It is a challenge to maintain the requisite staff numbers with appropriate experience. The seasonal nature of the work further challenges some area. Recruiting and training new staff is a regular occurrence. The loss of summer staff in the fall necessitates changes in all the schedules, including cutting frequency.

Weather affects the entire maintenance operation and flexibility is required almost daily. We adjust for the conditions with regard to water control, fertilization and pesticide programs, and cutting schedules when necessary.

	SUN	MON	TUES	WED	THURS	FRI	SAT
<u>DOWNSTAIRS LOCKER ROOMS</u>							
<u>DAILY CLEANING LIST</u>							
Mirrors							
Vanity							
Taps							
Urinals							
Toilets, seats and tanks							
Mop floors in locker rooms							
Showers							
Remove all garbage and replace bags							
Check for Light bulbs							
Vacuum Stairs & Carpet in hall							
Wipe down stall and entrance doors							
<u>WEEKLY CLEANING LIST</u>							
Wipe down outside of Lockers							
Wipe down benches and sofas							
Vacuum Sofas							
<u>REFILL</u>							
Hand Soap Dispenser							
Hand Lotion Dispenser							
Paper Towels							
Toilet Paper							
Ladies Napkin Dispenser							
Kleenex							
Air Freshener							
<u>STORAGE ROOM SUPPLIES</u>							
Clean weekly							
Plunger							
Rubber Gloves							
Toilet Bowl / Urinal Brush							
Bucket & Clean Mop							
Mop Refills							
Toilet Bowl / Urinal Cleaner							
Sink Cleaner							
Window / Mirror Cleaner							
Floor Cleaner							
Hand Soap							
Hand Lotion							
Air Freshener							
Urinal Screens							
Garbage Bags							
Vacuum cleaner bags							
<u>UTILITY ROOM SUPPLIES</u>							
Paper Towels							
Toilet Paper							
Ladies Toiletries							
Kleenex							
Light bulbs							