

Golf Shop Training

- Phone Script
 - *Thank you for calling Compass Pointe, this is _____, how may I help you?*
- Golf Shop Script
 - **All Golfers “Welcome to Compass Pointe”**
 - **If you do not know the golfer: “Have you been here before.” If the answer is NO please remind them of the following.**
 - **Where the Starter is located, and that the starter will assign the cart.**
 - **Inform them they will need to bring their clubs to the starter, and they may take their cart to their cart after the round.**
 - **Cart Rules for the Day.**
 - **Where the café is.**
 - **Beverage cart status**
 - **Potential thunderstorm warning**
 - **Where the range is if applicable**
 - **If the golfer has been here before / You know the golfer, please update with the reminders.**
 - **Cart Rules for the Day**
 - **Beverage Cart Status**
- Upsell
 - **Upselling the guests is required with all transactions.**
 - **Start with suggesting ranges balls. If the guest already purchased range balls ask if they need any tees or golf balls.**
 - **Remind the golfer that food and drinks can be purchased before their round in the café.**
- Selling Alcohol and Cigars
 - **The age to purchase alcohol and cigars is 21. You are required to card all guests purchasing either alcohol and cigars. Employees must be 21 years old to sell alcohol or cigars.**
- Guest Acknowledgement
 - **Compass Pointe employees are expected to acknowledgement guests when passing through the golf shop.**
- Outing Lead
 - **If an outing is 15 guests are less and within 2 weeks you may book the tee time. If the group is more than 8 golfers you must make sure there is a phone number, email and a credit card must be put on file.**
 - **If an outing is 16 guests or more or for more than 2 weeks in advance the booking process must go through Robert.**

- **Step 1: Fill out form in the folder rack under each cash register.**
- **Step 2: Place the guest on hold and walk over to confirm Robert is free to speak.**
 - **Step 3a: If Robert is available transfer the call.**
 - **Step 3b: If not is not available let the guest know Robert will contact them the next business day. Transfer the call to Robert's voicemail.**
- TV Usage
 - **Only sports and the Weather Channel are permitted to be on TV's with golf being the first choice.**
- Eating and Drinking
 - **Please keep all drinks off the counter and back counter.**
 - **When eating please utilize a desk in the professional's office.**
- Youth on Course
 - A valid drivers license is required to drive the golf cart.
 - If there is a Youth on Course member riding an additional member of the group must pay to ride.
 - If Youth on Course members are walking, please notify the starter.
- Pointe Pass
 - Please search for existing customer record creating a new customer. This includes searching name, phone and email.
 - All Pointe Pass holders must have an email and phone in their customer record.
 - Opting Out
 - Please have guests fill out the form on our website. They can scan the QR code in the golf shop to find the form.
- Gift Card Sales
 - Please add the name of the guest receiving the gift card when a card is sold.
 - Please confirm the enter number of the gift card has been scanned correctly before completing the transaction.
 - Digital Gift Cards – Starting in February 2025 digital gift cards are being sold online. Guests will receive an email with a unique gift card number. To redeem just type in the number on the email voucher.
- Troon Rewards

The more you play, the more you save!

Join the all-new Troon Access program to unlock exclusive savings at more than 150 Troon courses including Kapalua, Troon North, and Gamble Sands.



Play & Earn Points

Book your tee times at any participating Troon facility and earn one point for every dollar spent on golf fees, merchandise, and lessons.



Track Your Status

As you accumulate points, track your rewards status through your Troon Rewards account. Unlock exclusive benefits as you reach higher status levels.



Redeem Your Rewards

Redeem your points for free rounds of golf, discounts on future purchases, and other exclusive rewards at Troon locations worldwide.

Unlock Exclusive Discounts with Troon Rewards Status

Earn rewards points for every round of golf, lesson, or purchase, and progress through Silver, Gold, and Platinum status. Higher status means bigger discounts—up to 20% off tee times!

10% OFF TEE TIMES

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Silver Status

2,000 POINTS

15% OFF TEE TIMES

T

Gold Status

4,000 POINTS

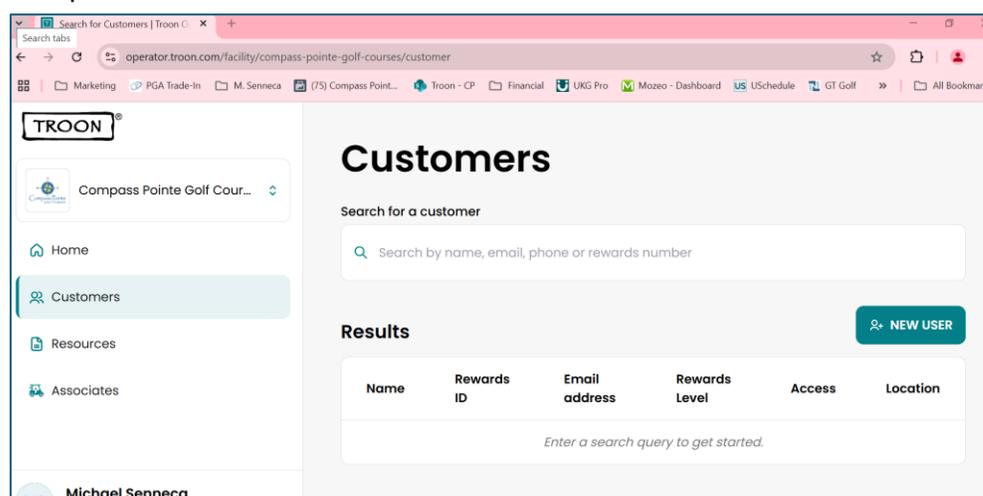
20% OFF TEE TIMES

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Platinum Status

8,000 POINTS

- Troon Rewards members earn points for pre-tax golf, merchandise, lessons and range balls. Troon Rewards members cannot earn rewards for green fees that are paid for a non-Troon Rewards member.
- Silver / Gold / Platinum Status: These discounts should be automatically added once the green fee is added to the cart. This “membership” is tagged to the guest. Please ensure the correct guest is selected.
- Adding Rewards: Please print out a receipt and instruct the guest to write their Troon Rewards number on it and have them place it in the black box located in the hallway.
- Redeeming Points:
 - 650 Points can be redeemed for a free round of golf Monday – Thursday anytime and Friday – Sunday after 12pm. You can change the green fee and cart fee to \$0 in the cash register.
 - 325 Points can be redeemed along with \$33 for a green fee Monday – Thursday anytime and Friday – Sunday after 12pm. You can change the cart fee to \$0 and the green fee to \$27.27.
 - How To:
 - Click on Troon Operator in Microsoft Edge. Username and password is on the computer.



- Search customer and select their name. Scroll down to redeem points.
- Type in initials in the box for redeeming either 650 points or 325 points and click redeem.

- Troon Access

<p>ACCESS</p> <p>Great value with savings on every round</p> <p>\$249/yr</p> <p>SELECT AND CONTINUE →</p> <p>Includes:</p> <ul style="list-style-type: none"> ✓ Unlimited 15% off standard tee times rates ✓ Access 150+ Troon courses ✓ 3 Guest Passes ✓ Exclusive partner perks & offers ✓ Access to Member-Only events 	<p>ACCESS</p> <p>Most comparable to the original Troon Card</p> <p>\$399/yr</p> <p>SELECT AND CONTINUE →</p> <p>Includes:</p> <ul style="list-style-type: none"> ✓ Unlimited 15% off standard tee times rates ✓ Access 150+ Troon courses ✓ 3 Guest Passes ✓ Exclusive partner perks & offers ✓ Access to Member-Only events ✓ Save up to 50% (average 30-35%) on tee times within 78 hours
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- The Troon Access membership will be tagged to the guests profile and the discount will be automatically calculated when the green fee is added to the cart.
- Selling Handicaps
 - Once the handicap is sold, please add the guest's name, email, date of sale and whether it is a new handicap or if they have an existing one. Please let Josh, Dan or Michael know the sale was made.
- Cleaning
- Daily Golf Conditions sheet
 - A member of the maintenance crew will bring up the daily course condition sheet every morning. Please make sure you are up to speed with the course rotations, start times, driving range status and all other items included in the document.
 - Provide a copy for the for the morning staff.


DATE 2/13

Course Rotation
 North/East East/North South/West West/South | Rain Amount

Closed

Frost Delay Yes No
 Estimated Start Time - North 9:30-9:45 South
 Driving Range Open Closed
 Range Grass Tee Open Closed

Cart Rules -

Course	North	East	South	West
90				
CPO				
CPO No Flags	✓	✓		<i>Closed</i>
Rough Only				
Rough Only No Flags				
Scatter				
Fairway Only				

Notes	%Bermuda Green up	% Healed from Aeration
North		
East	} <i>very wet</i>	
South		
West	<i>Closed</i>	

- Rental Set

- Renting / Checking Clubs Out:

- Use the form in the folder rack under each register to record what clubs are in the bag. Have guest initial next to each club after you have done the same.
 - The price is \$45 which comes with a six pack of Callaway golf balls.

- Checking Clubs In

- Please ensure all checks that went out are returned.
 - The employee checking the clubs in are responsible for cleaning the clubs. The clubs should be organized as in the picture below.
 - Back Row (Driver, 3 Wood, 5 Wood) / Middle Back Row (5 Iron, 6, 7, 8) / Middle Front Row (9 Iron, PW, SW, A Wedge) / Front Row (52, Putter)



- **Cart Rules**

- **Cart Path only** – Cart must stay on the cart path throughout the round.
- **Cart Path only No handicap Flags**– Cart must stay on the cart path throughout the round.
- **90 degrees** – Golf may cross the fairway and must return to the cart path as indicated by the sign posted before the green. **CARTS ARE TO REMAIN ON THE CART PATH BY THE TEE AND GREEN.**
- **Fairway Only** – Once entering the fairway the cart should remain in the fairway for the remainder of the hole. The cart must return to the cart path as indicated by the sign posted before the green. **CARTS ARE TO REMAIN ON THE CART PATH BY THE TEE AND GREEN.**
- **Rough Only** – The cart should not enter the fairway and must return to the cart path as indicated by the sign posted before the green. Carts are allowed to drive in the rough. **CARTS ARE TO REMAIN ON THE CART PATH BY THE TEE AND GREEN.**
- **Scatter** – Enter the fairway after the teeing area and must exit by arrow in fairway. **CARTS ARE TO REMAIN ON THE CART PATH BY THE TEE AND GREEN.**

- **Lightning Policy**

- If there is lightning in the area all employees should remain inside and golfers will not be permitted to start.
- **STARTERS / PLAYER ASSISTANTS** – Please let guests know if there is lightning in the area.
- Golfers will start teeing off again once stopped after the watch or warning has cleared. If there is active lightning play will start 30 minutes from the last lightning strike.
- **My Lightning Tracker app is a great resource.**



- Guest or Employee Incident
 - **When in question call 911**
 - Guest or Property Incident
 - Step 1: Let Michael, Josh, Dan or Heather know about the incident. If these employees cannot be found, please call Michael Senneca.
 - Step 2: Fill out the incident report located in the rack under each cash register.
 - Employee Incident
 - Step 1: Let Michael, Josh, Dan or Heather know about the incident. If these employees cannot be found, please call Michael Senneca.
 - Step 2: Call the company nurse. The phone number is on a flyer outside of Michael's door.
- Handicap Flags
 - Guests are not allowed to bring their own handicap flag.
 - Issuing a Handicap Flag:
 - Confirm on the course condition sheet that handicap flags are permitted.
 - Please hold a driver's license for the handicap flag.
 - Please give the guest the handicap flag directions. (Located in the handicap box)
 - If there are two guests in a group in need of a handicap flag they are required to drive together.



Additional Access Cart Rules

2.16.2025 Revision

Tees: We ask that you stay at least 10 feet away from all tee boxes. Please stay clear from all incline and decline areas. Please stay clear of wet areas around the tee box.

Fairways: We ask that you limit the amount of time in the fairway and do most of the movement throughout the rough. Also, please stay away from inclines / declines and 10 feet from fairway bunkers. Lastly, please stay clear of wet areas. On days the cart rule is scatter carts may ride on 14 NE fairway.

Greens: We ask that you stay 10 feet away from all greens and green side bunkers. Please Park at the lowest entry point of the bunker. Please be sure to keep clear of incline and decline areas. Please stay clear of wet areas around the greens.

Excessive Weather Days: On days of excessive heat golf carts will need to stay on the path. During these days driving on the turf can cause lasting damage. On days colder than 32 degrees carts may need to stay out of the fairway to reduce damage. On excessive wet days walking on soft / wet turf (especially slopes) may be dangerous.

• Tee Sheet

- **All guests and employees must be tee sheet with a cart number before the start of their round.**
- **Removing Short Shows from Tee Sheet**
 - **If one or two golfers from a group do not show please remove these names from the tee sheet.**
- **No-Show (Whole Group)**
 - **If an entire group does not show please marked them as a no-show. Please leave a note for Michael stating the date and time of the no-show.**
- **Spectator Cart**
 - **The cost in 2025 for high school parents, spectators for OP36 or development league will be \$20 per cart.**
- **Single Rider Cart**
 - **If a guest would like a single rider cart the charge is \$8. This may include a golfer bringing a non-golfer with them.**
- **Squeezing Tee Times**
 - **If there is a situation where there is a tee time mix-up staff are welcome to squeeze in a tee time.**

• Cash Register Opening and Closing

- Confirm starting bank of \$200
- Before closing make sure all orders are closed.
- Close register and put the \$200 bank (less change) in the middle staff. The drop should be dropped in the top safe.
- Opening Checklist are to be returned to Dan Jaskulsky.

Task

Frequency

Initials

Confirm \$200 Cash Drawer	Daily	
Confirm all Bathrooms are Clean and Stocked	Daily	
Review Daily Course Sheet	Daily	
Make sure Outside Staff Has Daily Course Sheet	Daily	
UPSELL WITH EVERY TRANSACTION	Daily	
Remove No Shows from Tee Sheet	Daily	
	Daily	
Vacuum Golf Shop and Hallway Before the End of Shift	Daily	
Check all Bathrooms with Cleanliness Before the End of Shift	Daily	
Clean 3 Spike Cleaners	Daily	
Windex Water Fountain	Mon, Wed, Fri & Sun	
Dust Displays	Mon, Thurs & Sun	
Windex Trashcans (Front of Building and all on Patio)	Tue, Wed & Sun	

- Closing Checklist are to be returned to Dan Jaskulsky.

Task	Frequency	Initials
Confirm \$200 Cash Drawer	Daily	
Confirm all Bathrooms are Clean and Stocked	Daily	
Review Daily Course Sheet	Daily	
Make sure Outside Staff Has Daily Course Sheet	Daily	
UPSELL WITH EVERY TRANSACTION	Daily	
Remove No Shows from Tee Sheet	Daily	
	Daily	

Vacuum Golf Shop and Hallway Before the End of Shift	Daily	
Check all Bathrooms with Cleanliness Before the End of Shift	Daily	
Windex Front and Back Counter	Daily	
Vacuum Golf Shop and Hallway at the END of Shift	Daily	
Clean 3 Spike Cleaners	Daily	
ALL RENTAL SETS ARE CLEANING AND ORDERLY	Daily	
Windex Glass Doors (Front Entrance and Golf Shop)	Daily	
Confirm all Radios are Off and Charging	Daily	
Confirm all iPads are Plugged in and Charging	Daily	
Windex Water Fountain	Tues, Thurs & Sat	
Windex Tables in Foyer	Mon, Wed, Fri & Sun	
Dust Blinds	Tues, Thurs & Sat	

Outside Staff

Starter

- Script
 - Welcome the guest to Compass Pointe
 - Ask if they have played here before.
 - If the answer is No, please inform the guest of the following if applicable.
 - Location of the course (Front nine and Back nine)
 - Location of bathrooms
 - Where to get food on the turn
 - Inform the guest of the following:
 - Cart Rules

- **Cart Path only** – Cart must stay on the cart path throughout the round.
- **90 degrees** – Golf may cross the fairway and must return to the cart path as indicated by the sign posted before the green. **CARTS ARE TO REMAIN ON THE CART PATH BY THE TEE AND GREEN.**
- **Fairway Only** – Once entering the fairway the cart should remain in the fairway for the remainder of the hole. The cart must return to the cart path as indicated by the sign posted before the green. **CARTS ARE TO REMAIN ON THE CART PATH BY THE TEE AND GREEN.**
- **Rough Only** – The cart should not enter the fairway and must return to the cart path as indicated by the sign posted before the green. Carts are allowed to drive in the rough. **CARTS ARE TO REMAIN ON THE CART PATH BY THE TEE AND GREEN.**

▪ **Coolers Policy**

- **Alcoholic beverages are not allowed to be brought onto the property. If a guest has cooler, please confirm it does not contain alcohol before they start their round.**
- **Bringing alcohol on the property is legally not allowed and is unsafe since staff would not be monitoring alcohol consumption.**
- **Below is the sign located by bag drop.**



- Their help in filling divots and repairing ball marks.
- Beverage Cart Status
- When to exit the fairway (Green Arrows)
- Fact there is No Drinking Water on Course.
- Note about driving fast through puddles or going through the puddles slowly versus driving around them.

- Assigning a Cart

- Guests should access to their carts at least 15 minutes prior to their tee time.
- Guests are not allowed to take their carts to their carts prior to their round.

- Starting the Round on the iPad

- Cart numbers are required
- **Having the guest sign the cart agreement is required.**

- Scorecard

- Cart Return Time – This will be the 15 minutes past sunset.
- Cart Rules – If it is Cart Path Only please make you are using a stamped scorecard.

- Podium

- No starter carts by the podium. All stater / player assistant carts should be stored in the cart barn when not in use.
- Trashcans are not permitted to be strapped to the back of the cart.

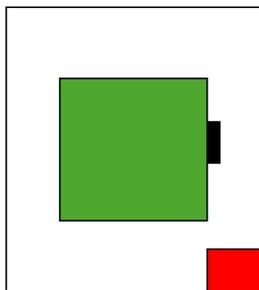
Driving Range

- Cleaning / Daily Driving Range Checklist

Task	Frequency	
Remove any Damaged / Or Non-Range Balls	Daily	
Ensure all Mats are Straight	Daily	
Ensure all Mats Have Tees	Daily	
Empty Trashcans	Daily	
Retrieve all Baskets	Daily	
Empty Trashcan by Range Machine	Daily	
Leave 8 Large Baskets for the Next Day	Daily	
Ensure all yardage signs at securely on Bag Rack	Daily	
Ensure all Bag Racks at Staged Neatly	Daily	

- Mat Setup

- The concrete pads are 10x10 and the mats are 5x5.
- Mats (Green) should be located in the middle of the concrete pad. The bag stand (red) is to be in the back right corner of the concrete pad.



- Grass Tee Setup

- Maintenance will be setting up the grass tee.
- Please make sure the sign noting the mat tee is closed is placed on the mats.
- If grass tee is in use, you may drive the picker on the tee to pick up balls. When not in use all balls must be removed from the tee daily.

- Unloading the Picker

- **All unloading of the picker should be done at the back of the range by the maintenance building.**

- Range Ball Sorting

- All non-range balls should be taken out of rotation and saved for the academy.

- All cut range balls should be taken out and thrown away.
- Placards on Bag Stand
 - The L, C and R on the card represent Left, Center and Right. i.e. these signs should be located on the corresponding side of the driving range.

Daily Golf Conditions sheet

- Please review at the start of your shift. Pay close attention to the course rotations for the day.
- Compass Pointe leagues will always start on the nine that is playing as the front nine.


DATE 2/13

Course Rotation: North/East East/North *Closed* South/West West/South Rain Amount _____

Frost Delay Yes No _____

Estimated Start Time - North 9:30-9:45 South _____

Driving Range Open _____ Closed

Range Grass Tee Open _____ Closed

Cart Rules -

Course	North	East	South	West
90				
CPO				
CPO No Flags	✓	✓	<i>CLOSED</i>	
Rough Only				
Rough Only No Flags				
Scatter				
Fairway Only				

Notes	%Bermuda Green up	% Healed from Aeration
North		
East	} <i>very wet</i>	
South		
West	<i>Closed</i>	

Player Attendant

- When driving the golf course main goal is to assist the guest with their round. This includes anticipating the next stop on their golf journey. Employees should not be driving or making noise when a golfer is preparing to or hitting their ball.
 - Asking them how their round is going.
 - Giving them pointers on their current hole or next hole.
 - Letting them know where the next bathroom is located.
 - Pointing them to their back nine.
 - Pointing them to the beverage cart, lunch on the turn or post round drink in the café.

Cart Return Time

- Cart return time is 15 minutes past sunset.
- If there are carts is not in 30 minutes past sunset employees may ride the course to inform guests that the carts are due in.

Golf Carts

- Checking Gas
- Checking Oil
- Checking Tire Pressure
 - o The tire pressure is 22psi.
 - o Battery operated inflators are in the back left of the cart barn.
- Cleaning / Cart Return
 - o DO NOT Power Wash engine.
 - o All trash removed
 - o Entire cart power washed
 - o Bag straps clamped in the holder.
 - o Confirm all outdated signs are removed from the placard holder.
- Parking in Barn
 - o All carts in the barn are expected to be clean and ready for use.
 - o Carts should be driven into the barn slowly and when parked should not be touching other carts.
- Tagging Damaged Carts
 - o Tags are in the mailbox at the back left of the cart barn.
 - o Cosmetic Damage
 - o All carts taken out of service should be tagged. Tags are required to have the reason the cart is taken out of service, the name of the employee tagging the cart and the date.



High School Golf

- Using the sheet (noting the bucket is a small bucket)
- Parents renting carts
 - o Price
 - o Riding on the back of the golf cart is not permitted. Only two people are allowed on a golf cart.
 - o Coaches can get one cart per school.

Morning Crew Checklist

- Checklists are to be returned to Josh McQuade on a daily basis.

Task	Frequency	
Review Daily Course Sheet / Copy and Place on Podium	Daily	
Loose Parking Lot Trash	Daily	
Loose Trash Around Podium	Daily	
Loose Trash Around Range and Putting Green	Daily	
Straighten Range Mats	Daily	
Ensure All Mats Have Tees	Daily	
Align Bag Stands on Range	Daily	
Check Carts for Missing Plugs	Daily	
Check Carts for Missing Tow Pins	Daily	
Remove Trash, Power Wash, Fill Sand and Fill Ball Washer on all Carts	Daily	
Loose Trash By Cart Wash Station	Daily	
Loose Trash on North	Mon & Wed	
Loose Trash on East	Tue & Thurs	
Loose Trash on South	Fri, Sat	
Loose Trash on West	Sun	

End of Day Checklist

- All checklists are to be returned to Josh McQuade

Task	Frequency	
Review Daily Course Sheet	Daily	
Empty Trash Around Building	Daily	
Empty Trash on Patio	Daily	
Empty Trash at Cart Return	Daily	
Refill Divot Bottle Station	Daily	

Course Trash / Northeast	Daily	
Course Trash / Southwest	Daily	
Empty Large Black Trashcans by Building	Daily	
Empty Recycling By Building	Daily	
Refill Sand Bottle Rack	Daily	
Bring All Lost and Found into the Golf Shop	Daily	
Remove Cigs form Ashtray	Daily	
Remove Trash, Power Wash, Fill Sand and Fill Ball Washer on all Carts	Daily	
Clean Out Large Black Trash Cans	Tues	
Windex Trash Cans on Patio	Mon & Wed	
Windex Trash Cans Around Building	Thurs, Sat	
Change Sand in Ashtrays	Mon,	
	Sun	

- Guest or Employee Incident
 - **When in question call 911**
 - Guest or Property Incident
 - Step 1: Let Michael, Josh, Dan or Heather know about the incident. If these employees cannot be found, please call Michael Senneca.
 - Step 2: Fill out the incident report located in the rack under each cash register.
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 - Step 1: Let Michael, Josh, Dan or Heather know about the incident. If these employees cannot be found, please call Michael Senneca.
 - Step 2: Call the company nurse. The phone number is on a flyer outside of Michael's door.
- Lightning Policy
 - If there is lightning in the area all employees should remain inside and golfers will not be permitted to start.

- STARTERS / PLAYER ASSISTANTS – Please let guests know if there is lightning in the area.
- Golfers will start teeing off again once stopped after the watch or warning has cleared. If there is active lightning play will start 30 minutes from the last lightning strike.
- My Lightning Tracker app is a great resource.



- Handicap Flags
 - Guests are not allowed to bring their own handicap flag.
 - Issuing a Handicap Flag:
 - Confirm on the course condition sheet that handicap flags are permitted.
 - Please hold a driver's license for the handicap flag.
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 - If there are two guests in a group in need of a handicap flag they are required to drive together.