

# Golf

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## Reservations or Inquiry Call

On Friday morning, January 26, I called the hotel **operator** at 6:38am, and asked for a connection to the golf pro shop. I phone was answered at the pro shop on the third ring by **Samuel**. I told her that I would like to play a round of golf on Saturday. She told me that she needed a moment to look at the times. She told me that I could play at 8:20am or 2:00pm. I told her that 2:00pm would be fine. She asked me if I would need rental clubs or not. I told her that I would need rental clubs, shoes, balls and a glove. **Samuel** told me that she would include that with the reservation. I also asked her if my guest would be allowed to ride along with me even if I was placed with a foursome. She informed me that would be no problem. **Samuel did not thank me for my call or the reservation**, and was **only as communicative about the course as she needed to be** to get the reservation written down and off the phone. She **did not communicate dress code or offer any other services** such as lunch at the Clubhouse. The call was completed in 45 seconds.

## Golf Staff

### Pro Shop Staff

On January 27<sup>th</sup>, at 12:07pm, my guest and I entered the pro shop. There were 3 attendants behind the counter. During the 3 minutes we were in the store, **none of them spoke to us or acknowledged us**, even when we walked up to the counter. **One of the ladies was combing her hair and looking in a mirror** placed on the counter by the register. There was only one other guest in the shop at this time. We returned at 12:55pm to pick up the clubs and there were only 2 attendants behind the counter. **Only one was wearing a nametag. Samuel was eating when we walked in and began talking to us with her mouth full** about the clubs I had reserved over the phone. **Samuel was not very friendly**. She asked me if I needed shoes and **I had to repeat what I had told her on the phone** that I would need shoes, clubs, balls and a glove. She told me that I would be provided with 2 sleeves of balls with the rental of the clubs, but she recommended another several balls because of the high wind on the course. **Samuel rang me up and handed me a receipt**. I was told to take the receipt to the cart attendant and I would be ready to go.

I returned to the pro shop at 12:55pm to ask about the charges on the receipt and whether or not these included a glove. **Wes** had informed me that he **did not have a glove for me**. I found **Samuel** **standing and on the phone**, so the other **female staff member** helped me. She told me that although there was a \$50 charge, a \$10 charge, and a \$15 charge all listed as "Club Rental" it was in fact the case that only the clubs and the balls were included in these three prices. I explained to her that I had told **Samuel** both

All staff names are written in **bold** font.

to play and she asked me what size I needed. She handed me a glove and threw away the box. **As I turned to go she said that I would need to pay for the glove** and charged my room for the glove. **Neither of the ladies was cordial or polite** during our interaction with them. They **did not welcome us** to the Clubhouse or the golf course, and **they did not smile or make eye contact with us**.

All areas of concern are highlighted in red font.

### Carts

At 12:57pm, I approached the Cart podium. **Wes** was there and showed me to a cart and loaded the rental clubs that were awaiting my arrival after he asked if I was right or left handed. He guessed my shoe size correctly and brought me shoes and a shoe horn. I asked **Wes** about the drive and then left to go back to the Clubhouse. During the 5 minutes that I was gone, 2 carts came up having finished play. **Wes** and another attendant quickly greeted them and towed them to their clubs. After this, **Wes** continued to talk to the other attendant on and off. After we finished the 18<sup>th</sup> hole and drove into the Cart area. It was vacant, but after a few minutes **Corrado** came walking slowly up the hill. **He did not have a towel and did not wash his clubs** while we were standing there. He made polite conversation.

Times and dates are clearly referenced for continuity throughout the report.

### Teaching

I observed two teaching carts on the course while I was talking with the starter. They seemed very friendly and patient with the young guest.

### Practice Facility

While on the practice tee, at 1:15pm, one staff member came and replenished the practice pyramids of balls. 3 pyramids of balls were intact, he replenished 5 others, but **did not fill the one that I was hitting from mine**, and the 3 next to me that were **very low on practice balls**. I ran out of balls shortly after he left, and he had not returned by the time I left at 1:30pm. I did see him from the putting green at 1:37pm, and he replenished the remaining pyramids at that time.

### Starters

At 1:50pm, I approached the **starter**, who was not wearing a visible nametag due to a jacket. He was friendly with me. He asked me my name and my tee time and whether I was a single, or one of a group. He quickly found my name, and then he informed us that this course was cart path only, told us that the course yardage was well marked on the cart path and the sprinkler heads, told us restrooms were available on Holes 4 and 14, and that a beverage cart would be around frequently. As he was finishing his discussion of the course, the 1:50pm threesome pulled up to the first tee and he took all of our receipts and gave each of us a course yardage book. **He did not tell me that I would be teeing off with the threesome, so I asked** where he would like me to play. He told me that I could play with the 1:50pm group.

### Rangers

We observed one **ranger** during our 18 holes. He drove by frequently. He saw him first at Hole #4 and then at Hole #5, he came by again and stopped us to tell us that the group ahead of us was too slow and was holding up play, so he had pushed them ahead a couple of holes and we shouldn't have any more problems with slow playing. The **ranger** drove by us again at Hole #6 and #8. We saw him in the distance several times on the back 9.

### Beverage Cart Staff

We saw the Beverage Cart first at Hole #5. The **attendant** was extremely friendly and

warm but we were not yet ready to order anything. At Hole #8, she drove by us again while we were on the green, but did not stop. At Hole #10, she drove by while we were on the green and said she would be right back to us when we finished. She smiled and drove off. She was waiting for us as promised at the tee box to Hole #11. She took all of our orders and exchanged money with the men in the threesome first as they were paying with cash. She then took my information for the room charge and wrote a receipt in her booklet for our items.

#### Snack Bar/Club House Food and Beverage Staff

There was not a snack bar on the course.

### **Golf Course**

#### Tee Boxes

The tee boxes were well maintained and not damaged. They were frequently cleaned as there were not many broken tees lying around. On the par three tee boxes where more divots were produced, there were boxes of seeded sand to pour into the divots as they were produced, and these tee boxes were also large enough that placement could be moved frequently to allow for clean areas for golfers to tee off from.

#### Fairways

The fairways were immaculate. There were no areas of the grounds that were under repair. The fairways were damp to the point that balls would bury into the ground as they were hit, but they were lush and green. The length of the grass was perfect, and the divots produced by golfers were filled with seeded green sand.

#### Greens

The greens were in fairly good condition, but I would have expected them to be in perfect condition, especially considering that the week prior to my round they had hosted the \_\_\_\_\_ Celebrity Invitational. Several of the greens did **not have the ball marks adequately removed**, and the **grass was gouged** in a few places. The greens were lush and well maintained from the perspective of the grass itself. They were neither too hard, nor too soft, but offered the right amount of give and take for approach shots and putting.

#### Roughs/Sand Traps/Bunkers/Water Hazards

The hazards of the course were in great condition. The rough was lush and green and deep enough to provide the necessary encouragement for a golfer to stay in the fairway. The sand traps and bunkers were well maintained, not wet, and well groomed. They had obviously been raked the day that I played. The course provides rakes on the ground around each trap in order for each golfer to rake his own tracks. The water hazards were beautiful. On the day I played they were clearly marked in order to demonstrate to the golfer where the hazard penalty begins.

#### Cart Paths

There were **cigar and cigarette butts on the cart path** at the end of Hole #8 and **a dirty**

towel on the side of the cart path between Holes #4&5. There were no cracks or blemishes in the concrete of the cart paths.

### Distance Markers

At Hole #9, the pampas grass **wasn't neatly trimmed** as it was at the other Hole markers, so it was **difficult to view the yardages**. The distance markers around the course were clear and easy to read. The sprinkler heads offered ample opportunity to determine distance, and they were not overgrown or damaged.

### Directional Signs

Most of the signs were clean and in good condition. At Hole #11, there was a sign reading "Stop for Pro Tee, Proceed with 'aution'" – **the "C" was missing**.

### Landscaping

Landscaping throughout the golf course was beautiful. All of it was well maintained and contributed to the beauty of the facility.

## **Golf Facilities**

### Club House

The club house was very well maintained. There were no problems here at all. The facility was attractive and kept up very nicely.

### Locker Rooms

On January 27<sup>th</sup>, at 12:48pm and at 5:56pm, my guest visited the Women's Restroom at the ClubHouse. The bathroom was clean and fresh smelling both times with plenty of fresh cotton towels available, toiletries, etc. No burned out bulbs, no overflowing trash, and no wet countertops on either visit. At 1:00pm, I visited the Men's Restroom. **Used paper towels were overflowing from the trashcan**. They were still there at 1:47pm, but had been cleaned up at the end of our round. The men's locker room was not in use, but had a nice bulletin board lined with club events and information. The locker room had a pleasant smell and was clean and tidy for anyone who would care to use it.

### Pro Shop

The Pro Shop was neat and orderly. It was clean and fresh-smelling. Clothes and items for sale were neatly arranged with a wide-range of pricing and products available.

### Club House Food and Beverage Facilities.

The food and beverage facility at the clubhouse was fantastic. The service levels on the inside were the best of any of the restaurants where we ate during our visit.

### Practice Facilities

There was no trash present around the driving range practice area. Plenty of tees were available.

### Golf Course Toilet Facilities

The restrooms at Hole #4 were clean with plenty of towels available and a tidy trash can. The Restroom at Hole #14 **was locked on the women's side, with no one inside**. The men's side was clean like Hole #4.

### Water Points

We sampled water at several holes and found all to be cold and fresh tasting with plenty of water and cups available. Most of the trash cans were tidy, except one on hole number 11. At Hole #2, the **green casing around the water tank showed quite a bit of rusting**.



**Rust on Water Dispenser**

### Storm/Lightning Shelters

We did not see any shelters on this course.

## **Golf Equipment**

### Carts

The golf cart I used was relatively clean, but there was **a hole in the driver's side seat and**

a hole in the plastic windguard in the rear of the cart. It drove well and did not run out of battery throughout the 18 holes although it started to slow down around hole 16.



**Hole in Golf Cart Seat**

#### Rental Clubs.

The rental clubs were nice. They were a set of Calloway Golf, Big Bertha clubs. They included a driver, 3-wood, 5-wood, irons 5-10, a sand wedge, and a putter. Only one club showed a bit of damage; **the logo was missing** on the back of the 8 iron.

#### Score Cards

The score card I received was clean and neat with no wrinkles or tears. It was clearly labeled with good information on handicaps and distances.

#### Tees/Ball Markers

There were plenty of tees available at the practice facilities and in my golf cart. I did not receive any ball markers and did not purchase any.

### **Miscellaneous**

#### Course Rules

The course played based on rules that govern the PGA. The rules were clearly posted, and the cart path rule was noted at several locations, the pro shop, the cart attendants, and the starter. Notices were present about how to handle balls hit out of bounds, where spots on the course allow for relief, and how to drop around the water hazards.

#### Pace of Play

Holes #3, 4, and 5 played very slow as we had to wait for the group ahead of us to get on the green before we could tee off. However, after the Ranger pushed the group ahead of

us, the pace went much quicker.

#### Dress Code

Dress code was either enforced, or honored by each party that we noticed.

#### Green and Cart Fees

The green fee for this course was rather steep and was **never communicated to us by any staff member** at any time. The first time we were informed of our total was at the pro shop counter. There was a **\$25 fee associated with my guest being a rider that was also never mentioned.**

### **Golf Summary**

The golf experience at the Sample Course was excellent. The service on the course was fantastic, and the facilities were beautiful. Notably, there was **not enough communication with the player as to what the final bill would be, there was not any friendly communication on arrival inside the pro shop, and the service level in general inside the pro shop left much to be desired.** We did feel though, that the facility was run smoothly and effectively. There was a lot to be said for the fact that the staff members on the golf course recognized when to interact, and when it would be best to stand back and allow the players their space on the course.

	Yes	No	N/A	Points	Score	%	Comments
<b>Golf</b>				<b>162</b>	<b>131</b>	<b>81%</b>	
Reservations were easily made and reservationist was polite and could answer all questions		X		3	1		Samuel was not polite or communicative about the process. We were not told the fees.
Tee times were respected and play can begin within 5 minutes of appointed time	X			3	3		
Quality Pro Shop present and neat in appearance, both interior and exterior	X			3	3		
Shop staff is knowledgeable about merchandise	X						
Staff personal items are not visible and appointment desk is clean		X					
Merchandise is neatly and effectively displayed, clean and well packaged	X			3	3		
Bill is accurate, machine printed and legible		X		3	0		The charges were difficult to understand and the staff was not able to explain them very well.
Transactions are efficient with amount quoted, receipt given and room charges accepted	X			3	3		
High quality rental equipment (clubs, shoes, etc.)	X			3	2		One club was missing the logo.
Clubhouse is present and is appealing and well kept	X			3	3		
Clubs stored at clubhouse are brought out cleaned and ready for play	X			3	3		
Bags stored at the clubhouse have a logo tag with guest's name spelled correctly	X			3	3		
If bags are stored at clubhouse, they are preset on carts 15 minutes prior to tee time	X			3	3		
Shoes stored at the clubhouse will automatically be cleaned after play	X			3	3		

The detailed scoring section of the report contains line by line scoring for all aspects of the inspection. Brief comments are listed in any area where points were deducted or for clarification.

	Yes	No	N/A	Points	Score	%	Comments
Guest's personal property will be stored conveniently and securely and readily available	X			3	3		
Staff inquires if it is guest's first visit and offers golf balls and gloves at check in		X		3	0		I was not offered a glove although this was requested at the time of reservation. In fact I was required to purchase a glove.
Locker rooms are present and well maintained.	X			3	2		The men's room had paper towels on the floor.
A practice facility exists, including putting greens and a driving range.	X			4	4		The practice range was low on balls.
Starter offers general course information to players							
Starting procedures at first tee will be well controlled with parties informed of who is next and who is teeing off	X			3	2		golf and had to ask.
Players will be advised about the day's pin position and cart path rules	X			3	3		
Golf carts are high quality and run smoothly; equipped with tees, scorecard, pencil, towels and sand	X			3	2		There was a hole in one seat and the rear windguard.
Tee boxes are well designed and maintained	X			3	3		
Fairways are in excellent condition	X			10	10		

Yellow highlighted rows easily reference any scores that are deficient in any way.