

**Lone Pine Country Club  
Golf Operations Standards Guide**



**Revised: July 7, 2025**

**This Copy Belongs To:** \_\_\_\_\_

## **Section 1: Welcome and Purpose**

Welcome to the *Lone Pine Country Club Golf Operations Guide*. This manual serves as a comprehensive resource outlining the policies, procedures, and standards that govern our golf operations. It is designed to ensure consistency, excellence, and a shared understanding among staff and members, fostering an environment of professionalism and enjoyment.

## **Section 2: Club History and Philosophy**

Lone Pine Country Club was founded in 1958 by a visionary group of Washington County residents who transformed a former cattle ranch into a premier golf destination. The course, designed by renowned architect Xenophon Hassenplug, opened for play in 1971 and has since become a staple of the regional golf community. Its rolling terrain and thoughtful design provide an enjoyable yet challenging experience for golfers of all abilities.

While our roots are in golf, Lone Pine has evolved into something far greater: a private club experience where every member feels at home. Our philosophy is centered on providing exceptional service, outstanding value, and meaningful member experiences both on and off the course.

We strive to be an extension of our members' lives—whether they are here playing 18 holes, attending a club event, or simply connecting with friends and family in a welcoming, community-focused environment. Guided by a respect for tradition and a forward-thinking commitment to continuous improvement, Lone Pine is dedicated to enhancing the quality of life for every member we serve.

## **Section 3: Mission, Vision, and Core Values**

### **The Lone Pine Mission**

To create meaningful member experiences through service while creating exceptional value in an environment where everyone feels at home.

### **Our Vision**

To be the region's most welcoming private club.

## **Our Core Values**

### ***Member First***

Our priority is always the people who make our club special—our members, families, and guests.

### ***Belonging***

We create a welcoming, inclusive space where everyone feels at home, free to be themselves.

### ***Enjoyment***

We believe a club should be relaxed, comfortable, and fun—focused on experiences, not restrictions.

## **Section 4: Code of Conduct & Culture**

At Lone Pine Country Club, our identity as a welcoming, member-first community depends on each employee upholding high standards of conduct. This section outlines how our team embodies our mission, values, and the traditions of our club.

### **4.1 Culture of Courtesy and Belonging**

We believe that every member, guest, and staff interaction is an opportunity to create value through hospitality. Our goal is to make every person feel like they belong, regardless of age, background, or ability. This includes:

- Greeting all members and guests by name when possible
- Making eye contact, smiling, and using positive, friendly language
- Being patient, respectful, and approachable
- Never making assumptions or judgments based on appearance or attire

### **4.2 Professional Behavior Standards**

We expect every team member to:

- Show up on time and ready to work with a positive attitude
- Adhere to dress code standards and maintain a neat appearance
- Keep personal phone use and socializing during work hours to a minimum
- Avoid gossip, inappropriate language, or disrespectful behavior
- Collaborate effectively and respectfully with colleagues
- Remain in assigned work area except for when on break or completing a task assigned by management or the Head Golf Professional

### **4.3 Integrity and Accountability**

We operate on trust. All team members are expected to:

- Be honest and transparent in their work
- Report mistakes early and work together to correct them
- Respect club property and maintain clean, organized workspaces
- Take initiative in addressing member concerns or service gaps

### **4.4 Member-First Mindset**

As a golf operations team, our daily focus is on service. Every decision, interaction, and effort should ask, "Does this improve the member experience?"

- Be proactive in offering assistance before being asked
- Learn member preferences and anticipate needs
- Avoid transactional interactions; prioritize relationships
- Promote the game of golf and encourage enjoyment for all skill levels

### **4.5 Inclusivity and Positivity**

We take pride in being a club where everyone feels welcome. That means:

- Ensuring inclusive language and behavior
- Creating an environment that is free of discrimination, harassment, or exclusion
- Modeling positive, team-oriented attitudes, even during long or stressful days

### **4.6 Representing Lone Pine**

On or off the course, during working hours or while visiting other facilities, each team member is a reflection of Lone Pine Country Club. We ask staff to:

- Play golf with members when appropriate, focusing on their enjoyment
- Write thank-you notes to members or hosts when invited to events
- Uphold a standard of sportsmanship, etiquette, and professionalism on and off property

## **Section 5: Golf Operations Standards**

This section outlines the expectations and procedures that guide our daily operations, from greeting members to managing the golf course experience. Consistency and attention to detail help us deliver outstanding service every day.

## 5.1 Daily Operations Protocols

- Arrive 10-15 minutes prior to scheduled start time. – See attendance
- Check in with the Head Professional or assigned supervisor for daily assignments.
- Review the tee sheet, events schedule, and weather forecast each morning.
- Ensure all work areas are clean, stocked, and organized before member arrival.

## 5.2 Member Interaction Standards

- Always greet members warmly with a smile and by name when known.
- Never begin interactions with “Can I help you?”—instead, lead with open, inviting conversation.
- Step out from behind counters to greet members when appropriate.
- Offer assistance proactively rather than waiting to be asked.

## 5.3 Pace of Play and Etiquette

- Monitor and encourage an enjoyable pace of play (goal: 4 hours or less for 18 holes).
- Politely offer support or reminders when groups fall behind.
- Reinforce etiquette such as repairing ball marks, filling divots, and raking bunkers.

## 5.4 Cart & Course Policies

- Ensure all carts are clean, gassed, and correctly staged before the start of play.
- Review cart rules daily and adjust based on course conditions.
- Enforce cart travel rules and handicap flag policies respectfully and consistently.

## 5.5 Locker Room, Bag Storage & Range Operations

- Staff must ensure all stored bags are clean, tagged, and easy to access.
- Range balls should be stocked and hitting areas rotated daily.
- Maintain a tidy, professional appearance for all outside service areas.

## 5.6 Opening and Closing Duties



- Opening staff are responsible for preparing the facility and ensuring a professional environment for the day's first guests.
- Closing staff ensure that the shop, carts, bag storage, and range are cleaned, secured, and restocked for the next day.

## **5.7 Tournament and Event Support**

- All staff must be familiar with the event schedule and prepared for setup, operations, and breakdown.
- Staff should assist with tournament pairings, scoring, check-ins, and prize displays.
- Proactively encourage participation in club events and competitions.

## **Section 6: Job Descriptions & Expectations**

To deliver consistent service and uphold our values, each role in the golf operations team must be clearly defined. The following descriptions outline primary responsibilities and expectations.

### **6.1 Head Golf Professional**

- Oversee the entire golf operation, including staffing, budgeting, instruction, and member experience
- Lead the team in implementing standards for service, professionalism, and member engagement
- Maintain strong relationships with members and promote the game of golf through events and programs
- Coordinate with other departments to ensure a seamless club experience

### **6.2 Assistant Golf Professionals**

- Assist the Head Golf Professional with daily operations, staff scheduling, and inventory management
- Teach lessons, conduct clinics, and support junior programming
- Play with members to build relationships and promote the game
- Set up and manage tournaments, scoring, and communication
- Support merchandising and product knowledge in the golf shop

### **6.3 Outside Services (Starters, Bag Room, Cart Attendants, Range Attendants)**

- Provide a warm and welcoming first impression for members and guests
- Ensure carts are clean, gassed, and safely staged
- Manage bag drop-off, storage, and retrieval with care and accuracy
- Maintain a clean and fully stocked practice range and short game area
- Assist with course maintenance standards (ball marks, divots, trash removal)

### **6.4 Interns and Seasonal Staff**

- Rotate through all areas of the golf operation, developing skills in service, communication, and golf industry knowledge
- Support golf shop, tournaments, outside services, and instructional programs as needed
- Uphold the Lone Pine culture through positivity, learning, and initiative

- Attend staff meetings, contribute ideas, and ask questions

## **6.5 Expectations Across All Roles**

- Be proactive and service-minded at all times
- Maintain professionalism, punctuality, and a polished appearance
- Communicate clearly with members, guests, and teammates
- Take ownership of responsibilities and follow through consistently
- Embrace growth, feedback, and learning opportunities as part of your role

## **Section 7: Teaching, Events & Tournaments**

One of the most impactful ways we serve our members is by offering instructional opportunities and well-executed golf events. These experiences create community, promote the game, and showcase our professionalism.

### **7.1 Instructional Philosophy**

Our teaching philosophy is rooted in helping golfers enjoy the game more by improving their skills in a supportive, personalized environment.

- All instruction should be delivered with empathy, encouragement, and clear communication.
- Tailor lessons to each golfer's skill level, physical ability, learning style, and goals.
- Promote consistent practice routines, measurable progress, and enjoyment of the game.
- Integrate swing fundamentals, short game, course management, and mental strategies.

### **7.2 Private Lessons & Clinics**

- Maintain professional lesson scheduling and follow-up practices.
- Ensure lesson areas are tidy, organized, and properly equipped.
- Offer a mix of one-on-one lessons and group sessions for juniors, women, beginners, and advanced players.
- Provide consistent post-lesson communication, drills, and feedback.

### **7.3 Junior Golf Programming**

- Foster a safe, fun, and inclusive environment for junior golfers.
- Incorporate long-term athletic development principles appropriate for age and skill.
- Balance instruction, games, and friendly competition to keep juniors engaged.
- Promote positive behavior, sportsmanship, and life lessons through golf.

## 7.4 Member Tournaments & Events

- Every event is an opportunity to create memorable experiences and showcase club culture.
- Staff should be prepared, visible, and available before, during, and after events.
- Key responsibilities include setup (rules sheets, tee signs, prizes), check-in, pairings, scoring, and pace of play management.
- Promote inclusivity by encouraging members of all abilities and backgrounds to participate.

## 7.5 Staff Roles in Events

- All team members must be familiar with the event calendar and prepared to assist.
- Assignments are coordinated in advance and may include scoring, announcing, pace monitoring, and on-course support.
- Staff should understand formats, rules, and member preferences.
- Always act with professionalism and enthusiasm during tournament days.

## 7.6 Promoting Golf Participation

- Use every interaction to promote engagement with golf at Lone Pine.
- Encourage members to join clinics, play in events, or try a new format.
- Help members set playing or improvement goals and connect them to appropriate opportunities.
- Promote instruction and club services as a means to grow enjoyment of the game.

# Section 8: Professional Appearance & Representation

At Lone Pine Country Club, every team member is a reflection of our brand, values, and member experience. Our appearance and conduct—on or off the course—contribute to the credibility and culture of our operation.

## 8.1 Dress Code and Grooming Standards

- Staff must wear approved uniforms, clean and wrinkle-free, each day.
- Clothing should be appropriate for the role (polo tucked in, belt, appropriate shoes, name tag when applicable).
- Hats must be worn bill forward and removed indoors unless part of required uniform.
- Personal hygiene is critical: clean hands, nails, hair, and fresh breath are expected daily.
- Hair must be neat and professional. Tattoos and piercings should follow club-specific visibility guidelines – we support individuality, **only** in cases of potentially offensive content will you be asked to cover a tattoo.



## **8.2 Personal Conduct Standards**

- Language and tone should be respectful and appropriate at all times.
- Avoid gossip, off-color humor, or negative remarks in any setting.
- Maintain professional posture, tone, and discretion when around members and guests.
- Use personal devices only during breaks or in designated staff areas.

## **8.3 Playing Privileges and Conduct on Course**

- Playing at Lone Pine is a privilege and should never interfere with member experience.
- Always invite members to join your group if appropriate.
- Respect course conditions by filling divots, repairing ball marks, and raking bunkers.
- Adhere to the same dress and etiquette standards as when on duty.

## **8.4 Off-Course and Public Representation**

- Staff representing Lone Pine at other clubs or in public settings are expected to uphold our standards.
- Communicate professionally and courteously in all situations.
- Express gratitude to host professionals, staff, and tournament organizers.
- When participating in professional events, uphold the PGA Code of Ethics.

## **8.5 Modeling the Member Experience**

- Staff are expected to model behaviors that reinforce our welcoming, member-first culture.
- Maintain a helpful, upbeat presence during busy or stressful situations.
- Share constructive suggestions for improvement in a solution-focused manner.

# **Section 9: Communication & Team Dynamics**

Strong communication is the foundation of a high-functioning golf operations team. At Lone Pine, we rely on mutual respect, proactive updates, and clarity to ensure smooth operations and outstanding member service.

## **9.1 Daily Communication Expectations**

- All staff should review the tee sheet, weather, and events calendar at the start of their shift.
- Report any unusual member requests, issues, or course conditions to a supervisor immediately.
- Use shift handoffs or team huddles to relay key updates to incoming staff.
- Maintain professionalism in written and verbal communication at all times.

## **9.2 Radios and Internal Tools**

- Radios must be carried by designated team members and used courteously and efficiently – often we will utilize cell phones in place of radios.
- Speak clearly, concisely, and respectfully over the radio.
- Avoid unnecessary chatter; keep messages purposeful and related to operations.
- Use internal communication tools (e.g., tee sheet notes, whiteboards, shared calendars) to stay aligned.

## **9.3 Staff Meetings and Check-Ins**

- Weekly staff meetings are used for alignment, education, and planning. Attendance is expected.
- Bring constructive feedback, upcoming conflicts, or suggestions to share in a respectful manner.
- Quick pre-shift or event-specific huddles may be used to delegate roles and confirm readiness.

## **9.4 Conflict Resolution**

- Address small misunderstandings early and directly with the person involved, when appropriate.
- Escalate issues that affect operations or morale to a supervisor.
- Never raise disputes in front of members, guests, or non-involved staff.
- Strive to listen actively and respond professionally when resolving conflict.

## **9.5 Collaboration Across Departments**

- Work in harmony with other departments (food & beverage, grounds, administration) to create a seamless member experience.
- Communicate needs or issues early and respectfully.
- Acknowledge the contributions of others and express appreciation for teamwork.

## **9.6 Upholding a Team-First Culture**

- Support colleagues during busy or challenging times.
- Avoid blame—focus on solutions and improvement.
- Celebrate wins together, share lessons from mistakes, and always show respect.

# **Section 10: Work Policies**

These work policies support consistent operations and professional standards at Lone Pine Country Club. They clarify expectations around scheduling, punctuality, conduct, and time off.

### **10.1 Scheduling & Availability**

- Work schedules are created weekly by the Head Professional or designated supervisor.
- Staff are expected to be available during peak times, including weekends, holidays, and tournament days.
- Any scheduling conflicts or availability changes must be communicated as early as possible.

### **10.2 Attendance & Punctuality**

- Staff should arrive 10-15 minutes before their scheduled shift. You are to clock in upon arrival. Please do not clock in more than 15 minutes prior to a scheduled shift.
- Repeated lateness or absences may result in disciplinary action, up to and including termination of an employment agreement.
- If you are unable to report to work due to illness or emergency, notify your supervisor by phone as early as possible.
- A no call, no show will be considered you quitting your position and a meeting with the head professional and owners will be necessary before returning to the schedule.

### **10.3 Time Off Requests**

- Submit all time off requests at least two weeks in advance.
- Approval is subject to operational needs, and high-demand periods may have blackout dates.
- Emergencies or last-minute changes will be considered on a case-by-case basis.

### **10.4 Substitutions and Shift Coverage**

- It is the responsibility of the employee to arrange coverage if they are unable to work a scheduled shift.
- All substitutions must be approved by a supervisor.
- No-show or unapproved absence from a shift may result in disciplinary action.

### **10.5 Breaks and Meals**

- Meal and break times are coordinated based on the needs of the operation.
- Breaks should be taken in designated staff areas and should not interfere with service coverage.
- Staff are expected to return from breaks promptly and ready to work.
- Smoking will be permitted in the designated smoking areas for staff – outside the cart barn door or side entrance.

## **10.6 Workplace Conduct**

- Behaviors that disrupt operations or create a negative environment will not be tolerated.
- Gambling, drug use, and alcohol consumption are strictly prohibited while on duty.
- Treat all coworkers, members, and guests with courtesy and respect.

## **10.7 Incident Reporting and Emergencies**

- Report any injuries, unsafe conditions, or incidents immediately to a supervisor.
- Follow established emergency procedures for medical, weather, or security-related events.
- Know the locations of first-aid kits, defibrillators, and emergency exits. All supervisors have been trained and certified in first aid, CPR, and the use of defibrillators

## **10.8 Cell Phones and Personal Devices**

- Use of personal phones is limited to designated break areas unless approved for work purposes.
- All devices should be on silent mode during shifts.
- Do not use phones while assisting members or performing job duties.

# **Section 11: Employee Benefits & Resources**

Lone Pine Country Club offers a variety of benefits and resources to support our team members in their professional growth and well-being. These benefits are subject to eligibility and may change based on employment status and seasonal needs.

## **11.1 Uniforms and Clothing Allowance**

- Uniforms are provided for eligible team members.
- Full-time golf staff may receive an annual clothing allowance for approved apparel carried by the Golf Shop.
- Uniforms and Lone Pine-branded gear should be worn with care and pride.

## **11.2 Playing Privileges**

- Playing privileges are granted to staff as a professional courtesy and learning tool.
- Play is subject to tee time availability and may be restricted during peak hours or events.
- Employees must follow all course rules and etiquette while on the course.

### **11.3 Practice Facility Use**

- Staff may use the driving range and short game area for personal practice during non-peak hours.
- Always defer to members if space or supplies are limited.
- Staff must maintain a clean and respectful practice environment.

### **11.4 Golf Shop Discounts**

- Golf Shop merchandise may be available to staff at a discounted rate.
- Discounts apply only to personal purchases unless approved by the Head Professional.
- All Personal Use Discounts (PUD) transactions must be done through the Head Professional or owners

### **11.5 Meals and Break Areas**

- Staff may have access to designated break rooms and food service during scheduled shifts.
- Meal policies are set by the club and communicated at the start of each season.
- Staff are expected to clean up after themselves and maintain a tidy break environment.

### **11.6 Professional Development**

- PGA Members and Associates are encouraged to pursue continuing education.
- The club may provide support for seminars, certifications, and conference attendance when approved.
- Staff are encouraged to seek mentorship, cross-training, and ongoing skill development.

### **11.7 Wellness and Support**

- The club encourages work-life balance and offers a supportive environment.
- Employees are encouraged to speak with supervisors if they need personal or professional support.
- Additional resources such as employee assistance programs (EAPs) may be made available as needed.

## **Section 12: Health, Safety, and Security**

Creating a safe and secure environment for staff, members, and guests is a top priority at Lone Pine Country Club. All employees are responsible for promoting a healthy, hazard-free workplace.

## **12.1 General Safety Guidelines**

- Report any unsafe conditions, broken equipment, or hazards to a supervisor immediately.
- Do not attempt to repair unfamiliar or dangerous equipment.
- Use proper lifting techniques and ask for assistance with heavy or awkward items.
- Keep walkways, work areas, and exits clear of obstructions.

## **12.2 Emergency Procedures**

- In case of a medical emergency, call 911 first, then notify the supervisor on duty.
- Know the location of first-aid kits and AED (automated external defibrillator) units.
- Follow posted evacuation routes in the event of fire or severe weather.
- Supervisors will communicate emergency plans at the start of each season.

## **12.3 Incidents and Injuries**

- All injuries, regardless of severity, must be reported immediately.
- Complete an incident report form and submit it to your supervisor.
- Seek medical attention as needed. The club may coordinate follow-up if worker's compensation applies.
- Do not accept blame or assign blame in the event of an injury. Report, record the account on the incident report, and have any other witnesses complete a report.

## **12.4 Weather Safety**

- Weather-related delays or course closures will be communicated by the Head Golf Professional or supervisor.
- Staff should never remain on the course or range during lightning or severe weather warnings.
- Move to designated shelter areas promptly when conditions warrant.

## **12.5 Personal Security**

- Store personal items in designated staff areas or lockers.
- Report any suspicious behavior or unauthorized individuals on club property.
- Never disclose member or staff personal information to outside parties.

## **12.6 Mental and Emotional Health**

- We support a culture of respect, dignity, and support for all staff.
- If you are feeling overwhelmed, stressed, or in need of assistance, speak to your supervisor or refer to available employee wellness resources

## Section 13: Acknowledgement Form

All employees of the Lone Pine Country Club Golf Operations team are required to review and acknowledge receipt of this guide. This ensures that everyone understands the policies, expectations, and values that guide our operations.

Please read the statement below and sign and date where indicated.

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### Employee Acknowledgement

I acknowledge that I have received and reviewed the Lone Pine Country Club Golf Operations Guide. I understand that it is my responsibility to read, understand, and comply with the information contained in this manual and any revisions made to it.

I understand that this guide is intended to provide a general overview of club policies and procedures and does not constitute a contract of employment. I acknowledge that my employment is at-will and may be terminated by either the club or myself at any time, with or without cause or notice.

If I have any questions about the content of this guide or any expectations outlined within it, I will speak with the Head Golf Professional or General Manager.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date Received: \_\_\_\_\_