

Employee Training

Golf Course Maintenance

STANDARD EMPLOYEE PROCEDURES

Time Clock Procedures

1. Punch within five (5) minutes of your schedule.
2. Be ready to go to work when you punch in.
3. You do not have to punch out for lunch unless you leave the property. Thirty (30) minutes will be deducted automatically from your time each day for lunch.
4. Arrange with your supervisor in advance to punch out any time you leave the Club property for personal business. You must also punch back in when you return to work.
5. Inform your Supervisor immediately if any time clock functions are not accepted.

Arrival Procedures

1. Have a good attitude when you arrive at work.
2. Park neatly in the designated parking lot.
3. Be dressed properly, including uniforms, safety equipment, etc.
4. Be ready to work and punch in at your scheduled start time.
5. Inform supervisor immediately if any time clock functions are not accepted.
6. Check job assignment on the assignment board.
7. Check equipment engine oil, tires, water and lubrication points and conduct a visual inspection for equipment damage or leaks.
8. Load vehicle with all necessary tools and supplies required to perform the assigned duties.
9. Always use the cart paths as travel routes.

Lunch Procedures

1. Stove, microwave ovens and refrigerators are provided for your usage, if you so desire. Use at your own risk.
2. Lunch periods are thirty (30) minutes and are automatically deducted from your time, unless otherwise approved by your supervisor.
3. Since our lunch areas are limited in size and shared between different groups or departments, the lunch break is at the time assigned by your supervisor.
4. Everyone is required to wash, clean and pick up after themselves in a manner so the lunch and staff facilities are as neat and clean as when they utilized them.
5. Please respect other people's property and access to use the facilities.

Departure Procedures

1. Review your work for accuracy.
2. Report any equipment or tool breakages or adjustments required to the mechanic.
3. Clean equipment and work areas every day.
4. Leave the wash rake clean after each usage.
5. Fuel equipment following each usage and record on fuel log.
6. Keep the machine clean in route to the equipment storage area.
7. Park equipment and replace tools and supplies in a neat and orderly manner back in their proper location
8. Secure all personal belongings in the lockers provided and leave staff area in a neat and orderly manner.
9. Communicate to your supervisor any concerns or observations of turf conditions or equipment performance.
10. Communicate to your supervisor to the extent of completion of all assignments.
11. Punch out when you have finished your final duties.

STANDARD SAFETY PROCEDURES

Personal Safety Procedures

1. Safety hats are provided by the Company to all employees working in the field and must be worn.
2. Eye, hearing and lift protection is provided and must be utilized when needed.
3. Dress properly with jewelry, shirttail, sleeves, etc. properly secured so they do not get caught in a machine (remove any loose or hanging jewelry).
4. Be familiar with all first-aid supplies and facilities.
5. Be familiar with the location, storage and usage of fire extinguishers.
6. Report all on-the-job injuries immediately to your Supervisor. Supervisors will forward you to Human Resources.

Job Performance Safety Procedures

1. Be dressed properly, including uniform, safety equipment, etc.
2. Report any malfunctioning equipment immediately to the mechanic.
3. Drive slowly and safely at all times. Be sure to abide by all traffic signs and laws.
4. Do not perform any job, utilize any tool or operate any piece of equipment unless you have been properly trained.
5. Report any unsafe condition immediately to your supervisor.

Product Safety Procedures

1. Stove, microwave ovens and refrigerators are provided for you usage if you so desire. Use at your own risk.
2. Do not handle, utilize or apply any product unless you have been properly trained. Utilize all applicable safety equipment as trained.
3. Be familiar with MSDS sheets and the Right To Know Law.

Maintenance Practices

Approach, Collars & Tee Mowing:

STANDARDS

- Provide a quality green surface each day.
- Provide a healthy and consistent playing surface for the members.
- Work will be completed with minimal disruption of play.



PROCEDURES

- Check for correct machine. Check for leaks and oil under machine.
- Check engine oil, lubrication points and fuel level.
- Check direction of cut (clockwise or counter clockwise) on collars and alternate pattern on approaches and tees. Check assigned mowing rotation.
- Check for clipping basket usage on a daily basis.
- Always carry dew whip with the mower.
- Check green for wet area, damage and debris prior to mowing.
- Always use cart paths on travel routes.
- Alter traffic pattern on and off the collar each day.
- Mowing passes need to be of uniform width with a maximum two (2) inch overlap.
- There shall be no skips and no scalps.
- Straight mowing lines are mandatory at all times.
- Avoid wet areas.
- Inspect last mowing pass for quality of cut and oil leaks on each turn or complete revolution.



- Pay attention to raising and lowering the mower to avoid gouging.
- Empty clippings when the basket is one-half to two-thirds full. Scatter clippings in rough areas leaving no clumps or piles.
- Check and clean rollers as needed.
- Report any malfunction of equipment to the supervisor or mechanic.
- Check for mowing quality and whip clipping debris on each collar after mowing.
- Wash the mower and clean the internal part of the reel. Clean the basket. Wipe machine down after every use.
- Properly fuel equipment following each usage and record on fuel log.
- Park equipment in its proper location in a neat and orderly manner.
- Communicate to the supervisor and mechanic as to the performance of the equipment.

Fairway Mowing

STANDARDS

- Provide a quality cut to the fairway surfaces..
- Provide a healthy and consistent playing surface for the members.
- Work will be completed with as minimal disruption to play.



PROCEDURES

- Check for correct machine. Check for leaks and oil under machine. Check engine oil, lubrication points and fuel level.
- Keep all shield safety devices and decals in place. Always wear substantial shoes.
- Check fairway for wet area, damage and debris prior to mowing.
- Always use cart paths on travel routes. Always transport machine with reels completely raised.
- Look behind machine before backing up.
- Seating capacity is one person; never carry passengers.
- When a person appears unexpectedly in or near the mowing area, stop mowing.
- Straight mowing lines are mandatory at all times. Avoid wet areas.
- Inspect last mowing pass for quality of cut and oil leaks on each turn.
- Monitor gauges at all times. Report any equipment malfunction to the supervisor or mechanic immediately.
- Wash the mower and clean the internal part of the reel. Wipe machine down after every use. Properly fuel equipment after each usage. Lubricate all points and tires.
- Park equipment in its proper location in a neat and orderly manner.
- Communicate to the supervisor and mechanic as to the performance of the equipment.

Rough Mowing 7Gang:

STANDARDS

- Provide a quality cut to the rough areas.
- Provide a healthy and consistent playing surface for the members.
- Work will be completed with as minimal disruption to play.



PROCEDURES

- Check for correct machine. Check for leaks and oil under machine.
- Check engine oil, lubrication points and fuel level.
- Check assigned rotation or route.
- Check rough for wet area, damage and debris prior to mowing.
- Always use cart paths on travel routes.
- Alter traffic pattern on and off maintained areas each day.
- Move cart control signs and hazard stakes out of way before mowing and replace when finished.
- Mowing passes need to be of uniform width with no skips or scalps. Straight mowing lines must be maintained whenever possible.
- Avoid wet areas and excessively steep slopes; if ruts are unavoidable, repair and notify supervisor immediately.
- Always operate the equipment in the proper gear and at the proper and safe speed..
- Inspect last mowing pass for quality of cut and oil leaks on each turn.
- Check and clean rollers regularly or as needed.
- Raise units into transport position while moving to avoid dumping accumulated clippings into a pile.

Rough Mowing 7Gang(Cont'd)



- Monitor gauges and mowing quality at all times and report any equipment malfunction to the supervisor or mechanic immediately.
- Wash the mower and clean the internal part of the reel. Wipe machine down after every use.
- Properly fuel equipment after each usage. Lubricate all points and tires.
- Park equipment in its proper location in a neat and orderly manner.
- Communicate to the supervisor and mechanic as to the performance of the equipment.

Rough Mowing 3810:

- Provide a quality cut to the rough areas..
- Provide a healthy and consistent playing surface for the members.
- Work will be completed with as minimal disruption to play.
- Check for correct machine. Check for leaks and oil under machine.
- Check engine oil, lubrication points and fuel level.
- Check rough for wet area, damage and debris prior to mowing.
- Always use cart paths on travel routes. Always transport machine with reels completely raised.
- Look behind machine before backing up.
- Always operate machinery in proper gear.
- Move cart control signs and hazard stakes before mowing. Replace when finished.



Rough Mowing 3810 (Cont'd):



- Mowing patterns need to be uniform with no skips or scalps. Avoid wet areas.
- Inspect last mowing pass for quality of cut and oil leaks on each turn.
- Monitor gauges at all times. Report any equipment malfunction to the supervisor or mechanic immediately.
- Wash the mower and clean the internal part of the reel. Wipe machine down after every use.
- Properly fuel equipment after each usage.
- Park equipment in its proper location in a neat and orderly manner.
- Communicate to the supervisor and mechanic as to the performance of the equipment.

Triplex Mowing Greens:

- Provide a quality green surface each day.
- Provide a healthy and consistent putting surface for the play of members.
- Work will be completed with minimal disruption of play.
- Check for correct machine. Check for leaks and oil under machine.
- Check engine oil, lubrication points and fuel level.
- Check direction of cut. Check assigned mowing rotation.
- Check daily clean-up circle assignment (1 or no passes).
- Check for clipping basket usage on a daily basis.
- Always carry dew whip with the mower.
- Check green for wet area, damage and debris prior to mowing.

Triplex Mowing Greens (Cont'd):



- Always use cart paths on travel routes. Alter traffic pattern on and off the green.
- Get off machine and remove flag pole before mowing and straddle with tires on the first pass.
- Mowing passes need to be of uniform width with a maximum two (2) inch overlap.
- There shall be no skips and no scalps.
- Straight mowing lines are mandatory at all times. Avoid wet areas and never stop on the green.
- Inspect last mowing pass for quality of operation and oil leak on each turn.
- Empty clippings when the baskets are one-half to two-thirds full. Scatter clippings in the rough areas leaving no clumps or piles.
- Check and clean rollers as needed.
- Get off machine and carefully replace the flag pole when finished.
- Report any malfunction of equipment to the supervisor or mechanic.
- Check for mowing quality and whip clipping debris on each green after mowing.
- Wash the mower and clean the internal part of the reel. Clean the basket. Wipe machine down after every use. Properly fuel equipment following each usage and record on fuel log.
- Park equipment in its proper location in a neat and orderly manner. Communicate to the supervisor and mechanic as to the performance of the equipment.

Walk Mowing Greens:

STANDARDS

- Provide a quality green surface each day.
- Provide a healthy and consistent putting surface for the play of members.
- Work will be completed with minimal disruption of play.



PROCEDURES

- Check for correct machine. Check for leaks and oil under machine.
- Check engine oil, lubrication points and fuel level.
- Check direction of cut. Check assigned mowing rotation.
- Check daily clean-up circle assignment (1-2 or no passes).
- Check for clipping basket usage on a daily basis.
- Always carry dew whip with the mower (at least 1 per trailer).
- Check green for wet area, damage and debris prior to mowing.
- Always use cart paths on travel routes.
- Alter traffic pattern on and off the green each day, never use front of green and never go between the green and bunkers.
- Walk out and remove flag pole before mowing.
- Mowing passes need to be of uniform width with a maximum two (2) inch overlap.
- There shall be no skips and no scalps.
- Straight mowing lines are mandatory at all times.
- Avoid wet areas.

Walk Mowing Greens (Cont'd):



- Inspect last mowing pass for quality of cut on each turn.
- Pay attention to raising and lowering the mower to avoid gouging.
- Empty clippings when the basket is ½ full into utility cart.
- Check and clean rollers as needed.
- Disengage reel when transporting mower off the green.
- Walk out and carefully replace the flag pole when finished.
- Report any malfunction of equipment to the supervisor or mechanic.
- Check for mowing quality and whip clipping debris on each green after mowing.
- Replace transport wheels prior to reloading the mower onto the trailer for transport.
- Wash the mower and clean the internal part of the reel. Clean the basket. Wipe machine down after every use.
- Park equipment in its proper location in a neat and orderly manner.
- Communicate to the supervisor and mechanic as to the performance of the equipment



Cart Path Maintenance:

STANDARDS

- Maintain the cart path system so that it is smooth and clear of debris.
- Repair and maintenance to the cart path system should be non-intrusive to member play.



PROCEDURES

- Check for correct machine. Check for leaks or oil under the machine.
- Check engine oil, lubrication points and fuel level.
- Make sure safety equipment is taken (goggles, gloves, helmet and dust masks).
- Always use cart paths on travel routes.
- Clean and mark desired cut.
- Use water to lubricate blade while cutting.
- Remove debris and concrete and dispose of at appointed spot.
- Use wood to form edge and rebar to stabilize repair.
- Mix concrete by label directions.
- Report any malfunction of equipment to the supervisor or mechanic.
- Wash the cutter and wipe down all equipment after completing the assignment.
- Properly fuel equipment following each usage and record on fuel log.
- Communicate to the supervisor and mechanic as to the equipment performance.

Cup Changing:

STANDARDS

- Provide a challenging pin placement daily for the members.
- Provide a level and well-groomed area for the hole location.
- Provide a smooth and repaired putting surface daily.



PROCEDURES

- Load vehicle with all necessary tools and supplies (including cup puller, hole cutter, cup setter, wet rag, bucket with extra greens soil, scratch awl, extra flags, extra flag pole nuts, green divot sand, ball mark repair tool, etc.).
- Check engine oil, lubrication points and fuel level.
- Always use cart paths on travel routes.
- Rotate the new hole to a different location on the green each day as determined by the flag colors daily (red-front, white-middle and yellow-back).
- Keep the hole a minimum of 12 feet from the edge of the green on the weekdays and a minimum of 15 feet from the edge of the green on weekends and holidays.
- Avoid placing the hole in or close to any weak areas (i.e. freshly sodded or plugged areas, old cups, hot spots, etc.).
- Avoid placing the hole on steep slopes and a 3 foot radius around the hole should be of a uniform slope.
- Dig the new hole straight.
- Dig all holes to the exact and proper depth (2 separate cuts).
- Maintain the proper size and shape of the hole.
- Retain the entire grass plug upon removal for replacement into the old hole.
- Remove cup liner. Clean excess soil off the cup liner and return it back into the hole. Replace the grass plug back in to the hole.