Club Resources INTERNATIONAL

Golf Management on the Go

#151 *Common Courtesies*

Teachable Moments

Common courtesies are the everyday things we do to demonstrate good manners, show respect for others, and display our kindness and willingness to help. They include:

- Smiling easily and often, greeting members by name, using the word "please," thanking people, wishing people a good day, saying goodbye.
- If a member has a title, such as doctor, general, or professor, they should be addressed as such.
- Members should never have to wait on you. Understand… always take precedence over employ… another employ… mem… will nev…
- Mem… no mat…
- Step…
- Ope…
- Assi… …y, or children who may be present.
- Do not allow members to see you eating, drinking, or smoking. These personal habits detract from the perception of service.
- Always take your breaks out of view for the same reason.
- Do not engage in "horseplay" on club premises. The club is not your place to play and enjoy yourselves; horseplay also results in accidents.
- Do not congregate and socialize with your co-workers where members… see you. Again, this is not your club. Your attention should… members and guests.

SAMPLE

Discussion Poi… …tmosphere of helpfulness and… …tesy contributes to …

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Take Away: Common courtesy towards others – members, guests, and co-workers is at the core of service.

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