



JOB DESCRIPTION

Job Title	Golf Starter
Management Level	Levels 11
Department	Golf Department
Reporting To	Golf Administrator
Direct Reports	None

Overall Purpose:

To facilitate the orderly and timely commencement of golf rounds by managing player departures from the first tee, confirming tee times, checking payments, coordinating player sequence and caddy requirements, and providing courteous assistance to members and guests in accordance with Club procedures and golf etiquette.

Key Responsibilities

1) Tee-Time Control and Player Readiness.

- Verify scheduled tee times, golf fees and confirm the readiness of players and groups for their assigned starting times.
- Monitor player arrivals and ensure groups are assembled within the required time before departure.
- Identify late arrivals and other circumstances that may affect scheduled departures and report them promptly.
- Coordinate with relevant Golf Operations staff to minimize delays in player departures.

2) Player Sequencing and Release.

- Organize players and groups for departure in accordance with approved tee-time schedules and Club procedures.
- Release players in the correct sequence and at the designated starting times.
- Maintain an orderly flow of players through the starting area.
- Manage routine delays and sequencing issues within established procedures and refer matters requiring intervention to the appropriate supervisor.

3) Caddie Coordination.

- Coordinate with the Caddie Master to ensure appropriate caddies are available and assigned to players where required.
- Communicate changes in player groups, tee times and caddie requirements to the Caddie Master.
- Report caddie-related shortages, delays or other operational issues affecting player departures.

4) Member and Guest Service.

- Provide members and guests with courteous and professional assistance at the starting area.
- Provide routine information regarding tee times, starting procedures, course conditions and other relevant playing arrangements.



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- Respond appropriately to routine player enquiries and concerns and refer matters beyond the scope of the position to the appropriate supervisor.
- Maintain impartial and professional treatment of all members and guests.

5) Starting and Player Records.

- Maintain accurate records of tee times, player groups, departures, late arrivals and other assigned starting information.
- Record changes to player groups and starting arrangements in accordance with established procedures.
- Ensure starting and player information is complete, accurate and current.
- Safeguard player and operational records and maintain appropriate confidentiality.

6) First-Tee Readiness and Presentation.

- Monitor the first-tee area and ensure it remains orderly, clean and presentable.
- Ensure the starting area is properly arranged and ready for scheduled player departures.
- Identify and report equipment, facility or presentation issues affecting the starting area.
- Maintain conditions conducive to an efficient and positive golfing experience.

7) Communication of Playing Information.

- Communicate authorized instructions, temporary course arrangements and other relevant information to players before commencement of play.
- Ensure information provided to players is accurate, current and consistent with authorized Club arrangements.
- Coordinate with Golf Operations staff where changes in course conditions or playing arrangements affect scheduled departures.

8) Compliance with Club Golf Procedures and Etiquette.

- Observe and uphold Club rules, golf etiquette and established starting procedures.
- Ensure player departures are conducted in accordance with approved tee-time and starting arrangements.
- Maintain impartiality and professional conduct when applying starting procedures.
- Report breaches of Club rules, inappropriate conduct and other significant irregularities to the appropriate supervisor.

9) Competition and Tournament Support.

- Implement approved starting arrangements for competitions, tournaments and other organized golf events.
- Coordinate player sequencing, caddie requirements and starting information in accordance with event arrangements.
- Communicate authorized competition instructions to players before departure.
- Report delays, irregularities and other issues affecting competition starts.

10) Reporting of Operational Issues and Irregularities.

- Identify and promptly report booking discrepancies, unauthorized changes, incidents, player concerns and other starting irregularities.
- Report equipment problems, facility defects and safety concerns affecting the starting area.



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- Maintain accurate records of significant operational issues and actions taken.
- Escalate matters requiring supervisory or management intervention to the appropriate officer.
- Perform any other duties commensurate with the level and nature of the position as may be assigned.

Key Measures of Performance

Key Result Area	KPI	Measure
Tee-Time Control and Player Readiness	Tee-Time and Player Readiness	Players and groups verified and ready in accordance with scheduled tee times and fees
Player Sequencing and Release	Orderly Starts	Correct sequencing and timely release of players
Caddie Coordination	Caddie Availability	Required caddies available and coordinated before player departure
Member and Guest Service	Service Quality	Timely, courteous and accurate assistance to members and guests
Starting and Player Records	Record Accuracy	Complete, accurate and current starting and player records
First-Tee Readiness and Presentation	Starting Area Readiness	Starting area clean, orderly, presentable and ready for scheduled departures
Communication of Playing Information	Information Accuracy	Accurate and timely communication of authorized playing and starting information
Compliance with Club Golf Procedures and Etiquette	Procedure Adherence	Compliance with Club rules, golf etiquette and established starting procedures
Competition and Tournament Support	Competition Readiness	Compliance with approved competition starting arrangements and timelines
Reporting of Operational Issues and Irregularities	Reporting Timeliness	Irregularities, incidents, defects and operational issues reported promptly
Tee-Time Control and Player Readiness	Tee-Time and Player Readiness	Players and groups verified and ready in accordance with scheduled tee times

Minimum Qualifications & Experience

Requirement	Minimum Requirement
Academic Qualification	KCSE or equivalent qualification.
Professional Certification	Basic golf knowledge (Rules School (R&A) Level 1 & 2), customer service or first-aid training will be an advantage.
Professional Membership	Not applicable.
Golf Knowledge	Basic knowledge of golf and the general layout and operation of a golf course.
Tee-Time Procedures	Understanding of tee-time schedules, player sequencing and starting procedures.
Golf Etiquette	Knowledge of basic golf etiquette and appropriate conduct on and around the course.



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Member & Guest Service	Basic knowledge of courteous and professional customer/member service.
Golf Operations	Basic understanding of golf-course operations, player flow and caddy deployment.
Records & Administration	Basic knowledge of maintaining simple operational records and schedules.
Health & Safety	Awareness of basic safety requirements applicable to golf courses and starting-area operations.
Experience	1–2 years' relevant experience in golf, sports, hospitality, Club operations, customer service or a related environment

Key Relationships

Internal	
Contact	Nature of Interaction
Caddy Master	Tee-time coordination, caddy availability, player assignments and reporting
Golf Supervisor / Golf Operations	Operational coordination, starting arrangements and escalation of issues
Golf Professional	Coordination during competitions and matters relating to golf activities
Caddies	Player readiness, group departures and caddy coordination
Course Maintenance Team	Communication of authorized course conditions or operational restrictions
Golf Administration	Tee-time schedules, bookings and player information
Security / Club Services	Assistance with access or operational matters where required

External

Contact	Nature of Interaction
Members & Guests	Tee-time confirmation, starting arrangements and routine assistance
Competition Officials	Compliance with authorized starting arrangements during competitions
Visiting Golfers / Teams	Starting arrangements and routine information during organized events



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Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____