



2018 STUDENT HANDBOOK



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WHAT IS GOLFWORKS ILLINOIS?

Did you know there are many exceptional career opportunities available within the golf industry? Have you ever considered a career as a PGA golf professional, golf course superintendent or golf club manager? How about as a golf club food & beverage manager or caddie master? GolfWorks Illinois is a unique high school internship program developed by the Illinois PGA Foundation to introduce young people like you to the many highly respected jobs and careers in the game of golf. In addition to providing fun, meaningful summer employment and the opportunity to meet new people and learn new skills, GolfWorks Illinois is a great way to gain exposure to the game of golf and its many traditions.

IS IT FOR ME?

Before you apply to become a GolfWorks Illinois student intern, you should first consider the following:

- You must be a motivated, hard-working individual who enjoys working closely with people and who communicates well with others.
- You will be asked to work in several different areas of golf club operations and your hours may vary from week to week. Weekends are especially busy at many clubs and you may be asked to work during these periods.
- When working on the golf course with the superintendent, you may be expected to work early morning hours (6:00am or sometimes earlier)
- Once you accept a GolfWorks Illinois student-internship you must commit to the program for the entire season. You cannot have the attitude that you will “try it out for a few weeks “. This IS your summer job!

ARE YOU READY TO APPLY?

If you feel you meet the above criteria, you should complete the GolfWorks Illinois application and return to your Illinois PGA Foundation recruiter. If your application is accepted, we will contact you to set up an interview with staff from your appointed club. You and the club will determine a starting date.

GETTING STARTED

Step-by-step

A member of the Illinois PGA Foundation staff or someone from your designated club will inform you of your starting date and time. The atmosphere and layout of a club may be unfamiliar to you, but if you follow these simple rules your first day will go smoothly and you'll feel right at home:

- Arrive on-time and wear appropriate attire (the Illinois PGA Foundation will provide you with GolfWorks branded uniform pieces to wear throughout your internship, unless otherwise directed by your club).
- Listen carefully and ask questions. No one expects you to know everything the first day. If you don't understand your instructions or don't know where something is – ASK!
- When you finish one job, return to your supervisor and ask if there is anything else you may do. NEVER STAND AROUND WAITING TO BE TOLD WHAT TO DO!
- When you leave for the day, advise your supervisor. Always make sure you know where and when to report the next day.

REMEMBER: You only have one shot at a good first impression!

TRANSPORTATION ... Any which way but late!

You will be on your own for transportation to and from your assigned club. That means it is your responsibility to get yourself to work every day and ON TIME! Plan ahead! If you are dependent on rides, discuss with your supervisor so they can adjust your work schedule accordingly. Don't wait until your first day to worry about how you'll get there. Frequent tardiness will be grounds for your dismissal from the GolfWorks Illinois program.

WORK ASSIGNMENTS ... Go with the flow!

The goal of GolfWorks Illinois is to introduce you to many different types of work experiences. Some jobs you'll likely find more enjoyable than others, but that does not mean you should approach them any differently. ***Do each job to the best of your ability and cooperate fully with whoever is supervising you!*** Remember, if you can't do the small jobs, you'll never get to do the big ones.

Typical work assignments may include:

- **Golf Operations:** Assist in the golf shop with inventory or sales; work behind the counter; process orders; work on practice range; assist with outings, guest check-in, bag room, etc.
- **Clubhouse Operations:** assist office staff with filing, inventory, record keeping, etc.; set-up or break-down dining room for special functions; assist the Chef in the kitchen or dining room; work in the locker rooms.
- **Grounds Operations:** assist with golf course clean-up; rake bunkers, maintain greens, perform shop maintenance duties; assist with landscaping duties, mow greens or fairways, assist grounds crew where necessary, shadow the superintendent.

While some clubs will have you perform several jobs, you may be assigned to a specific area or rotated throughout the summer. If you have a particular talent or interest, let your supervisor know. Every attempt will be made to encourage your special interest. If your request is turned down, accept the decision gracefully... don't sulk! The way you handle disappointment will affect how your next request is treated.

Note about caddying

Caddying is **NOT** part of the GolfWorks Illinois program. However, if you would like to caddie on your off days, you should contact the caddie master at your club through your supervisor. As long as your caddying does not affect your commitment to GolfWorks Illinois or your ability to carry out your work assignments, the Illinois PGA Foundation encourages you to give it a try.

LATE/SICK/ABSENT? ... Reach out and Call someone!

Oversleep? Call the club immediately! Advise your supervisor you overslept and will be late. Tell the truth. ***Dumb excuses are just not smart!***

Sick? Same advice. Call and tell someone as early as possible. Let them know when they can expect you back to the club.

Vacation? Is there a family trip planned for July? A long weekend with relatives? Three days at camp? Great! Everyone should enjoy some summer fun with family and friends. But don't spring it on your supervisor at the last minute! If you have specific summer plans, let your supervisor know as soon as possible so he or she can plan accordingly to have your job responsibilities covered. If possible, let them know of planned trips during your spring interview so that they can plan your experience around your summer vacation as best as possible.

GOLF ... To play or not to play?

While we hope to provide you with valuable work experience this summer, we also hope you will take advantage of this opportunity to more deeply engage in the game of golf ... including playing the game! The club has been asked to provide this privilege, however, not all clubs allow their employees to play. Here are some important do's and don'ts:

- **DO** ask the head professional or assistant professional to work with you on the fundamentals of the swing, but only when they're not busy.
- **DO** ask if you are allowed to use the practice range and facilities during "off" hours, or if you are permitted to play or caddie on employee days (usually Mondays).
- **DO** observe the dress code on the golf course and familiarize yourself with the proper rules of etiquette on the course.
- **DO** ask the professional if he or she has any used clubs you may borrow if you do not have your own set.
- **DO** thank the professional or assistant for their time!
- **DON'T** use any equipment or go out onto the golf course without permission of the golf professional.
- **DON'T** assume because you were allowed to use the practice range one day that you can use it anytime you wish. Always ask first!
- **DON'T** invite your friends or relatives to play with you. Privileges that are extended to you do not include other non-members.

HOURS

GolfWorks Illinois runs for 12-16 weeks, from (May) June through August (September). We recommend you work some part-time hours in May or early June, after school or on weekends. This will help you become familiar with the club, its members and your job before the season kicks into high gear. Also remember:

- **Be Flexible:** Unlike many businesses, country clubs may be busiest on weekends. The days and hours they need you to work may vary from week to week, so try to be available when you are most needed.
- **Be Punctual:** 8:00 am does not mean 8:15 am. Persistent lateness will result in your dismissal from the GolfWorks Illinois program.

VERY IMPORTANT

Due to federal wage & hour laws the Illinois PGA Foundation cannot accept timesheet for more than a 40-hour work week.

SALARIES! ... What you need to know before you get paid.

Your salaries are being paid by the Illinois PGA Foundation every two weeks. The rate of pay is determined by your assigned club.

Applicable employee taxes will be withheld as required by law.

Before you begin work we must have your application, social security number, W-4 and I-9 forms and photo identification. Failure to provide these documents will delay your starting date. Catherine Wagner, IPGA Foundation, will provide you with these documents.

Remind your supervisor to submit your time sheets online as outlined in the GolfWorks Illinois Club Manual.

TIME SHEETS

If you think there is an error on your time sheet, or if someone has forgotten to submit it to us on time, you should bring it to the attention of your supervisor immediately. If you are unable to resolve the problem, speak to your GolfWorks representative or contact the Illinois PGA Foundation office.

2018 PAYROLL SCHEDULE

Legend:

- Payday
- Federal/Bank Holidays
- Payroll Submission by 12:00 P.M. (noon)

MAY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

JUNE						
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				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

JULY						
S	M	T	W	T	F	S
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

AUGUST						
S	M	T	W	T	F	S
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Foundation staff ... Here for you!

The Illinois PGA Foundation will have a representative visit with you and the club supervisors throughout the summer to see how things are going. This is the person you should talk with about any problems you may be having. For example: Do you feel your supervisor is treating you unfairly? Are you having trouble getting along with fellow employees? Is there a problem with transportation? Is there a particular area of the club you would like to concentrate on? Do you need information about scholarship opportunities? Talk it over with your GolfWorks Illinois representative. That's why they are there. Don't wait for little problems to become big ones!

DISCIPLINE ... You're entrusted to be on your best behavior!

We are confident that the club will do everything it can to make this a meaningful work experience, and that you will accept your work assignments willingly and perform them to the best of your ability. However, we recognize that this may be a new environment for you and that situations may arise that you are unsure of how to handle. The following tips will help you avoid most problems, and help you make the most of your work experience:

- **DON'T BREAK THE RULES.** Clubs are no different than any other work environment when it comes to rules of employment. There are things that you can't do and places that you can't go. Don't think you can stretch the rules and get away with it. This is especially true when it comes to the proper use of golf carts. Every year students are injured or property is damaged because someone broke the rules. While you are part of a special program, you still work at the club and are subject to the same rules and regulations as any other employee. If you break rules you're out of the program!

- **DON'T EVEN THINK ABOUT USING YOUR CELL PHONE.** Most clubs have a no cell phone policy, so leave your cell phone or wireless device powered off. That means no texting while on duty! If you need to make a call, do so in appropriate areas only. Ask your supervisor where those areas are.

- **NEVER CONFRONT OR ARGUE WITH A MEMBER.** Remember, in most cases, the members own the club and, indirectly, are your boss. If you feel someone is treating you unfairly, talk calmly to your supervisor or GolfWorks Illinois representative.

- **ACCEPT CRITICISM GRACEFULLY.** You'll not only earn the respect of your supervisors and fellow workers, you'll do a better job in your role as a GolfWorks intern.

- **GET TO KNOW PEOPLE.** Learn the members' names. Ask them about their golf game ... how they did in a tournament ... how their lunch was that day, etc. Don't you like it when someone takes an interest in you? Well, it works both ways. Clubs are great places to make contacts that can help you get into college, get job interviews, work references, etc. *Take advantage of the networking opportunity!*

- **USE COMMON SENSE.** If a co-worker suggests you should goof-off or do something that you feel may jeopardize your job, don't do it! If it feels wrong it probably is. Likewise, if you see water on the floor that can be slippery, a glass that looks like it might tip over, a stray golf club left on the range ...do something about it, or at least bring it to someone's attention. It's just common sense!

QUICK REMINDERS

When you interview with the club, use this checklist as a reminder so that you don't forget to cover something that could be important.

Remember, you want to be vocal, professional and presentable! Ask questions!

REMEMBER TO ASK ...

- What time should I be here for work? What are my hours?
- Who will be handling my timesheet?
- What are the arrangements for lunch? Should I plan to bring my own, or does the club provide it?
- If I am sick or delayed, what phone number should I call and who should I speak with?

REMEMBER TO TELL THEM ...

- If you have any events or trips scheduled which might take time away from the program (vacations, camps, etc.)
- If you have any health problems that might affect your performance
- If you have any past experience working on a golf course or around a club that provides you with special skills or interest that would be useful to the club
- How you will be getting to the club each day (parent, taxi, etc.)
- That you are very excited about this opportunity and that you will be trying your very best to do a good job!

GOLF GROWS HERE!

GolfWorks Illinois is administered by the Illinois PGA Foundation and is one of the many programs and initiatives designed to help build a solid foundation for the future of the game. In addition to GolfWorks Illinois, the Foundation also conducts a wide range of programs and fund raising activities that allow our PGA Professionals to utilize the game of golf to give back to the communities they serve.

Created in 1991, the Illinois PGA Foundation is a 501(c)(3) charitable organization funded solely through donations from the local golf community. Our organization focuses its community efforts on promoting the goodwill and growth of the game with an emphasis on activities that benefit youth. For information, or to make a donation, visit www.ipga.com or call 847.729.5700.

