



2022 STUDENT HANDBOOK



IllinoisPGA



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WHAT IS GOLFWORKS ILLINOIS?

There are many exceptional career opportunities available within the golf industry. GolfWorks Illinois is a unique 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 business and 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 days.**
- When working on the golf course with the superintendent, you may be expected to work early morning hours.
- Once you accept a GolfWorks Illinois student-internship you must commit to the program for the entire season.

WORK ASSIGNMENTS

The goal of GolfWorks Illinois is to introduce you to the various types of work experiences within the golf industry. You may find some jobs 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:** Potential duties might include: assist in the golf shop with inventory or sales, work behind the counter, process orders, assist with outing guest check-in and operations, assist with Junior Programs, and with club event administration.
- **Clubhouse Operations:** Potential duties might include: assist office staff with filing, inventory, record keeping, set-up or break-down dining room for special functions, learn about food and beverage planning for on-site club events.
- **Grounds Operations:** Potential duties include: shadowing the superintendent, gaining insight into course setup and maintenance for on-site events, and performing shop maintenance duties.

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.

***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.

TRANSPORTATION

You will be responsible for your own transportation to and from your assigned club. 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 to work each day. Frequent tardiness will be grounds for dismissal from the GolfWorks Illinois program.

GETTING STARTED

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 golf attire, which includes a collared shirt tucked in at all times.

- Listen carefully and ask questions. If you don't understand your instructions or don't know where something is, simply ask.
- When you finish one job, return to your supervisor and ask if there is anything else you may 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 chance to make a good first impression!

LATE/SICK/ABSENT POLICY

Oversleep. Call the club immediately. Advise your supervisor you overslept and will be late. Tell the truth.

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

Vacation. 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. Don't spring it on your supervisor at the last minute. ***We recommend that all candidates inform their supervisor of any planned trips during the initial interview so that they can plan your experience around your summer vacation as best as possible.***

GOLF POLICY

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 business 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 if you're 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.

WORKING 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:** Do your best to arrive 10 minutes early to each shift. Persistent lateness will result in your dismissal from the GolfWorks Illinois program.

* The PGA Foundation cannot accept timesheets for more than a 40-hour work week.

SALARIES AND PAYMENT PROCEDURES

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.

IMPORTANT: We **MUST** have your paperwork finalized and approved **BEFORE** you begin work. This includes your application, W4 and I-9 forms, direct deposit forms, and photo identification. **Failure to provide these documents in a timely manner will delay your starting date.**

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

ARE YOU READY TO APPLY?

If you feel you meet the above criteria, you should complete the GolfWorks Illinois application online by **CLICKING HERE**. If your application is accepted, we will contact you to set up an interview with staff from an assigned nearby club. The club will determine whether you will be selected and a starting date.

[IPGA FOUNDATION STAFF IS HERE TO HELP!](#)

The Illinois PGA Foundation representative will check-in with you throughout the summer to see how things are going. This is the person you should talk with about any issues you may be having. Your representative is here to help make your internship a positive experience.

[DISCIPLINE POLICY](#)

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 work 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. This is especially true when it comes to the proper use of golf carts. 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.
- **BE CONSCIOUS OF CELL PHONE USE.** 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 and always be conscious of your surroundings.
- **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. Clubs are great places to make contacts that can be beneficial in other areas. *Take advantage of the networking opportunity.*

INTERVIEW CHECKLIST

Use this checklist when you interview with the club as a reminder to cover the important details. Remember, you want to be vocal, professional and presentable. Arrive prepared with questions: like the ones listed below!

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 (golf tournaments, vacations, camps, etc.)
- If you have any health conditions that might affect your performance
- If you have any 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 (driving, parent, carpool, etc.)

If you have any questions, please contact Palmer Moody
at pmoody@pgahq.com or 847.729.5700.

[Click here](#) for more information or visit our website at www.ipga.com.

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 fundraising 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.

