

Player Assistants

The PA Role is one of the roles that will interact with our members and guests with the most frequency and has a direct impact on the entire golf experience.

Main Objectives:

- A. To greet and welcome each group.
- B. Provide an acceptable pace of play.
- C. Remind members and guests of the rules of the golf course.
- D. To enforce the rules of the course
- E. To ensure golf course and washroom facilities are keep clean and presentable for the day.
- F. Ensure golf only traffic is on course.
- G. Assist all team members with tasks on the golf course.

Greet and Welcome Each Group:

The key to the entire role is to greet and introduce yourself to EACH GROUP that is on course. Strive to get out of your cart when engaging players as this shows a higher level of engagement and interaction. This will ensure the players know there are staff members on course to assist them. This sets a positive tone for any further interactions throughout the day. This first positive interaction becomes particularly important should you be required to assist them with any course rules or pace of play concerns.

Discussion Points:

- Pace of Play Goal
- Beverage Cart Staff Name
- Comfort Station Staff Name
- Cart Rules for the day
- Any special on course information
- Reminder to fill divots and repair ball marks.
- Reminder of no smoking and no outside Alcohol rules

Things to check while engaged:

- Are seed and soil dispenser full.
- Look for signs of outside alcohol (our beverage are all banded with stickers)

Pace of Play:

Our pace of play goal for each golf course is 4 hours 30 minutes with a small allocation of time making the turn for washroom and F&B purchases.

Pace of Play Tracker: Each shift will be provided a Pace of Play Tracker form to be filled out each shift. This form also includes a TIME PAR SHEET for each tee time that shows the time the group should have competed each hole. This is a great tool to use to determine if a group is out of position.

How to handle Pace of Play Concerns:

1. Inform the players that the group in front is a hole ahead and in order for everyone to enjoy the day we would appreciate it if you could catch up. Thank them for the help and give them a little time to correct but check back in.

"Hi, I hope you are enjoying your day so far. Just checking in as the group in front is getting to be a hole ahead of you. I would appreciate it if you could catch up to the group. This way we do not run into a pace of play concern, and everyone has a wonderful day on the course. Is there anything I can do to help? Great thanks for the help and I will pop by in little while to see how you are making out."

- a. Stop by the next 2/3 groups to let them know that the group in front has been asked to speed up a little. This lets them know you are being proactive but also gives them the heads up the pace may quicken and to be ready to keep up.
2. Return to the group asked to speed up. If they have made up some time, then congratulate them and thank them for helping ensure everyone has a wonderful day.
 - a. If they are still behind or fell further behind
 - i. Suggest they move up a tee box (if it is an ability concern), play a scramble until they catch up, start the next hole at the 150 marker, or skip the next hole to catch up. Give them a little time to correct but not too long.
3. If by the third visit, they are still behind or losing more ground you may have to be firm. Inform the golf pro shop that you have a group that is required to move into position. Approach the group ask the players to come with you and take them to where they should be on the golf course. Thank them for their cooperation.

NOTE: If you are unable to physically attend to a slower group for either the 1st or 2nd interaction you can ask the pro shop to send a GPS Pace of Play to the group carts.

Outside Alcohol

As we are a licensed establishment ALL outside alcohol is a beach of our Liquor License. No outside alcohol is a zero-tolerance program. Players have received ample warning that outside alcohol is not permitted via:

- Time of Booking
- Email reminder of the booking
- Upon check in at the Pro Shop
- Upon check in at Golf Cart Staging Area

Should a player or group have outside alcohol on course, the group will be asked to leave immediately, and you are to follow the On Course Alcohol: Staff Safety Protocol (attached)

Golf Code of Conduct (See attached)

Players or groups not adhering to the Golf Code of Conduct will be asked to correct their behavior immediately with a warning that they will be asked to leave with no refunds should they continue. Contact the Pro Shop immediately should a group or player become confrontational and wait for additional staff support. Should a player become agitated or escalate the situation please dial 911 for police assistance.

Course Maintenance

Tee Boxes

During your PA shift you are responsible for filling the divots on the tee boxes with the provided green sand and seed and removal of broken or abandoned trees.

NOTE: Do not use green sand on fairways or rough areas.

Washrooms

During your shift check each washroom for supplies and cleanliness

Non-Golfer Traffic

The golf course is only accessible to those actively playing golf. All other traffic (walkers, hikers, dog walker etc.) are to remain on the Trail System Only. All non-golf traffic is trespassing and are not permitted to be on the facility.

Player Assistants are to inform the walker that there are dedicated trails that are available for them to use and to check in with Bear Mountain Activity Centre prior to accessing the Bear Mountain Private Trails. Please offer them the Trail Map Brochure that outlines the trails and how to gain access to them.

Trail System

We have implemented a Trail Program that is complimentary for all members and homeowners but does require a waiver prior to access. Waivers are available at the Bear Mountain Activity Centre (BMAC). All others are required to check in with BMAC, fill out a waiver and pay the Daily Resort Fee that allows access to the trails, pool, and fitness facility.

Player/Group Removal

Although rare, there are times when asking a person or group to leave the course is the appropriate action. These situations must be handled with extreme care both for your safety and the golfing pleasure of those other players on the course.

Actions that might justify expulsion with no refund.

- A player or group with outside alcohol or is deemed over intoxicated.
 - Following the On Course Alcohol: Staff Safety Protocol
- A player or group of players repeatedly hitting into the 4-some in front of them.
- A player or group of players that vandalizes any part of our club's property.
- A player hitting balls into the houses on purpose.
- A player or group of players using loud, vulgar language repeatedly.
- A player or group of players playing another round of golf without purchasing another green fee.
- A player or group of players on the course that are playing without a paid green fee and refuse to purchase the same.
- A player driving his/her golf cart dangerously without regard for his or her own safety or the safety of other players.
- A player that repeatedly takes practice swings in a wild and indiscriminate manner that could endanger other players.
- A player or group refusing to adhere to the Golf Code of Conduct

How to Remove a Player or Group from the Golf Course:

- Call the Golf Shop. Ask for a member of the Professional Staff so that you can verify that the behavior of the problem golfer/group is incorrigible. They will need to know if the problem group has not heeded the second warning (could be the third warning) or in some other manner acted outside golf course protocol.
- Two people should handle the expulsion, in order that who said what to whom may be corroborated. Normally, this would be you, as a member of the Players' Assistance Team and a member of the Professional Staff, each in their own golf cart.
- Advise the troublesome group that all remedies have been exhausted and that the golfers in their cart(s) must follow the Players Assistance and Professional Staff back to the Pro Shop
- If the group or player refuses to return to the Pro Shop the golf cart GPS system to shut the cart down and police are to be called.

Staff to fill out the appropriate incident report.



BEAR MOUNTAIN GOLF CODE OF CONDUCT

Golf is a game steeped in tradition whereby for the enjoyment of all, conduct and attire are fundamental prerequisites. Out of respect for your fellow golfers, guests and employees and to ensure a pleasurable experience for all, Bear Mountain Golf & Tennis Resort (Resort) members are expected to adhere to the Code of Conduct outlined below while golfing, practicing or visiting the Resort's amenities.

CODE OF CONDUCT

- Please respect pace of play and the advice of on-course Player's Assistants.
- Please **REPAIR** your ball marks, **RAKE** the bunkers and **FILL** divots with the seed/soil mix provided.
- Refrain from entering environmentally sensitive areas as defined by signage or stakes with green tops.
- A valid driver's license is required to operate a power cart. Carts are to be operated in a safe and responsible manner. Please follow the daily power cart restrictions for course access and return carts to the cart paths at areas defined by rock markings in the fairway. The cart GPS units will assist with managing the cart restrictions by slowing the cart down. If this happens please follow instructions on the screen.
- Please always observe and obey all golf course signage and GPS notifications.
- Allow sufficient clearance when coming to a stop or passing other golfers and staff.
- Maximum two (2) players and two (2) bags per cart.
- Players are not to hit errant balls in the direction of other players, staff or dwellings in the vicinity of the golf course. Players are responsible for any damages or injury. Please yell **FORE** should an inadvertent shot occur.
- If you witness an accident, unruly or irresponsible behavior please report it to the nearest staff member. The GPS system is equipped to notify the Pro Shop should you require any assistance.
- Unsportsmanlike conduct, including but not limited to abusive language or unbecoming attitude, club throwing or vandalism to Resort property, will not be tolerated and will be dealt with at the Resort's sole discretion.
- **NO SMOKING** of any nature is permitted on the golf courses.
- Pursuant to BC liquor laws, no outside alcohol is permitted on the golf courses.
- Music is permitted on the course at a sound level that does not disturb other golfers or homeowners.
- Members are to assure their guests comply with this Code of Conduct.

WIRELESS DEVICES - The use of wireless devices interferes with the relaxing atmosphere of golf. While having all wireless devices turned off is preferable, if it is necessary to use a wireless device, please be considerate and respect your fellow members.

DRESS CODE

- Attire for men includes tailored collared/mock neck shirts and pants or shorts.
- Attire for women includes shirts with either a collar or sleeves, (unless they are part of a matching skirt or pant ensemble) dress pants, tailored shorts, skorts/skirts, golf dress or leggings (during appropriate weather). Skirts should be no more than 6" above the knee.
- Soft spike golf shoes are required.
- Blue jeans, short shorts, jogging shorts, swimsuits, tights, cut-offs, tank tops, sleeveless men's shirts, shirts with excessive or loud logos, caps worn backwards and going shirtless are not permitted.
- Intermediate and junior golfers are to comply with the aforementioned Dress Code.

PLAY SAFELY BE COURTEOUS HAVE FUN



On Course Alcohol: Staff Safety Protocol

Prior to Guest Arrival

- Email is sent to each non-member tee time outlining that outside alcohol is not permitted.

Upon Arrival

- Signage is in place on each First Tee Box outlining that outside alcohol is not permitted.

Staff Responsibilities:

- Outside Service and Pro Shop Golf staff: To monitor player arrival for anyone attempting to bring in outside alcohol. Guests with alcohol will be asked to remove alcohol from the premises prior to play.
- Starters: Outline all course rules and that no outside alcohol is permitted and watch for signs that a group may have outside alcohol. If they notice outside alcohol the group is not permitted to tee off until alcohol is removed from premises.
- Food & Beverage Staff: Drive in reverse order to ensure they can see play in front of them as they approach groups. Staff are trained to be aware and cautious while on the course. All staff must have their Serve it Right certification and abide by the guidelines of service and procedures of the Serve it Right program which includes but not limited to:
 - Ensure ID's are checked
 - Monitor consumption
 - Offer food and non-alcoholic alternatives
 - Slow down service
 - Watch for outside alcohol
 - Monitor groups for signs of intoxication and communicate with other staff should a group start to show signs of intoxication
- Players Assistants: The on-course players assistants are in place to monitor guest behaviour and ensure all players have a safe and enjoyable experience.
 - Drive in reverse order of the golf course to ensure they can see all play in front of them as they approach groups and wear high visibility vests.
 - Trained to be aware and cautious while on course.
 - They look for the signs of intoxication in players and should they see a group that requires attention they must contact the Pro Shop staff with the cart numbers so staff are aware of the groups to monitor or cut off beverage service



- **Agronomy Staff:** The Agronomy staff are typically in front of play and complete the majority of on course tasks by mid-afternoon.
 - All staff wear high visibility vests, hard hats (when working around golfers) and are trained to be aware of all potential interaction with golfers
 - They look for the signs intoxication of players and should they see a group that requires attention they must contact the Pro Shop staff with the cart numbers so staff are aware of the groups to monitor or cut beverage service

Should a player or group show signs of intoxication: ALL STAFF

- Report cart number and hole # directly to the Pro Shop via radio or call 250-744-2327.
- Pro Shop staff to alert F&B staff to stop service
- Pro Shop to contact the Player Assistance with cart # and direct to proceed to the hole #
- Pro Shop Staff or F&B Manager will proceed to assist the Player Assistant
- Player(s) will be escorted from the golf course and brought back to the club house area.
- Pro Shop Staff/F&B Manager will arrange for a safe ride home
- Should a guest not cooperate with staff or become agitated, staff are not to engage further and to call police (911) directly to attend.

Cart GPS

- Each cart is tracked via our GPS system so we are aware of where each cart is at all times.
- The GPS also reduces cart speeds automatically in areas of the course that require a slower car speed for enhanced safety measures.
- Carts can also be shutdown remotely should this be required

Pro Shop Staff/F&B Manager:

- To fill out an incident report outlining the details and actions taken by staff.

MOUNTAIN TIME PAR: 4 Hours 33 Minutes + 5 Mins at turn

| Hole # | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | #9 | #10 | #11 | #12 | #13 | #14 | #15 | #16 | #17 | #18 |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Time/Hole | 0:17 | 0:14 | 0:14 | 0:14 | 0:14 | 0:17 | 0:14 | 0:16 | 0:14 | 0:14 | 0:15 | 0:17 | 0:18 | 0:13 | 0:15 | 0:14 | 0:15 | 0:18 |
| 7:00 | 7:17 | 7:31 | 7:45 | 7:59 | 8:13 | 8:30 | 8:44 | 9:00 | 9:14 | 9:28 | 9:43 | 10:00 | 10:18 | 10:31 | 10:46 | 11:00 | 11:15 | 11:33 |
| 7:10 | 7:27 | 7:41 | 7:55 | 8:09 | 8:23 | 8:40 | 8:54 | 9:10 | 9:24 | 9:38 | 9:53 | 10:10 | 10:28 | 10:41 | 10:56 | 11:10 | 11:25 | 11:43 |
| 7:20 | 7:37 | 7:51 | 8:05 | 8:19 | 8:33 | 8:50 | 9:04 | 9:20 | 9:34 | 9:48 | 10:03 | 10:20 | 10:38 | 10:51 | 11:06 | 11:20 | 11:35 | 11:53 |
| 7:30 | 7:47 | 8:01 | 8:15 | 8:29 | 8:43 | 9:00 | 9:14 | 9:30 | 9:44 | 9:58 | 10:13 | 10:30 | 10:48 | 11:01 | 11:16 | 11:30 | 11:45 | 12:03 |
| 7:40 | 7:57 | 8:11 | 8:25 | 8:39 | 8:53 | 9:10 | 9:24 | 9:40 | 9:54 | 10:08 | 10:23 | 10:40 | 10:58 | 11:11 | 11:26 | 11:40 | 11:55 | 12:13 |
| 7:50 | 8:07 | 8:21 | 8:35 | 8:49 | 9:03 | 9:20 | 9:34 | 9:50 | 10:04 | 10:18 | 10:33 | 10:50 | 11:08 | 11:21 | 11:36 | 11:50 | 12:05 | 12:23 |
| 8:00 | 8:17 | 8:31 | 8:45 | 8:59 | 9:13 | 9:30 | 9:44 | 10:00 | 10:14 | 10:28 | 10:43 | 11:00 | 11:18 | 11:31 | 11:46 | 12:00 | 12:15 | 12:33 |
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| 9:30 | 9:47 | 10:01 | 10:15 | 10:29 | 10:43 | 11:00 | 11:14 | 11:30 | 11:44 | 11:58 | 12:13 | 12:30 | 12:48 | 13:01 | 13:16 | 13:30 | 13:45 | 14:03 |
| 9:40 | 9:57 | 10:11 | 10:25 | 10:39 | 10:53 | 11:10 | 11:24 | 11:40 | 11:54 | 12:08 | 12:23 | 12:40 | 12:58 | 13:11 | 13:26 | 13:40 | 13:55 | 14:13 |
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| 11:30 | 11:47 | 12:01 | 12:15 | 12:29 | 12:43 | 13:00 | 13:14 | 13:30 | 13:44 | 13:58 | 14:13 | 14:30 | 14:48 | 15:01 | 15:16 | 15:30 | 15:45 | 16:03 |
| 11:40 | 11:57 | 12:11 | 12:25 | 12:39 | 12:53 | 13:10 | 13:24 | 13:40 | 13:54 | 14:08 | 14:23 | 14:40 | 14:58 | 15:11 | 15:26 | 15:40 | 15:55 | 16:13 |
| 11:50 | 12:07 | 12:21 | 12:35 | 12:49 | 13:03 | 13:20 | 13:34 | 13:50 | 14:04 | 14:18 | 14:33 | 14:50 | 15:08 | 15:21 | 15:36 | 15:50 | 16:05 | 16:23 |
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| 12:10 | 12:27 | 12:41 | 12:55 | 13:09 | 13:23 | 13:40 | 13:54 | 14:10 | 14:24 | 14:38 | 14:53 | 15:10 | 15:28 | 15:41 | 15:56 | 16:10 | 16:25 | 16:43 |
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| 12:30 | 12:47 | 13:01 | 13:15 | 13:29 | 13:43 | 14:00 | 14:14 | 14:30 | 14:44 | 14:58 | 15:13 | 15:30 | 15:48 | 16:01 | 16:16 | 16:30 | 16:45 | 17:03 |
| 12:40 | 12:57 | 13:11 | 13:25 | 13:39 | 13:53 | 14:10 | 14:24 | 14:40 | 14:54 | 15:08 | 15:23 | 15:40 | 15:58 | 16:11 | 16:26 | 16:40 | 16:55 | 17:13 |
| 12:50 | 13:07 | 13:21 | 13:35 | 13:49 | 14:03 | 14:20 | 14:34 | 14:50 | 15:04 | 15:18 | 15:33 | 15:50 | 16:08 | 16:21 | 16:36 | 16:50 | 17:05 | 17:23 |
| 13:00 | 13:17 | 13:31 | 13:45 | 13:59 | 14:13 | 14:30 | 14:44 | 15:00 | 15:14 | 15:28 | 15:43 | 16:00 | 16:18 | 16:31 | 16:46 | 17:00 | 17:15 | 17:33 |
| 13:10 | 13:27 | 13:41 | 13:55 | 14:09 | 14:23 | 14:40 | 14:54 | 15:10 | 15:24 | 15:38 | 15:53 | 16:10 | 16:28 | 16:41 | 16:56 | 17:10 | 17:25 | 17:43 |
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| 13:30 | 13:47 | 14:01 | 14:15 | 14:29 | 14:43 | 15:00 | 15:14 | 15:30 | 15:44 | 15:58 | 16:13 | 16:30 | 16:48 | 17:01 | 17:16 | 17:30 | 17:45 | 18:03 |
| 13:40 | 13:57 | 14:11 | 14:25 | 14:39 | 14:53 | 15:10 | 15:24 | 15:40 | 15:54 | 16:08 | 16:23 | 16:40 | 16:58 | 17:11 | 17:26 | 17:40 | 17:55 | 18:13 |
| 13:50 | 14:07 | 14:21 | 14:35 | 14:49 | 15:03 | 15:20 | 15:34 | 15:50 | 16:04 | 16:18 | 16:33 | 16:50 | 17:08 | 17:21 | 17:36 | 17:50 | 18:05 | 18:23 |
| 14:00 | 14:17 | 14:31 | 14:45 | 14:59 | 15:13 | 15:30 | 15:44 | 16:00 | 16:14 | 16:28 | 16:43 | 17:00 | 17:18 | 17:31 | 17:46 | 18:00 | 18:15 | 18:33 |

VALLEY TIME PAR: 4 Hours 33 Minutes + 5 Mins at Turn

| Hole # | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | #9 | #10 | #11 | #12 | #13 | #14 | #15 | #16 | #17 | #18 |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Time/Hole | 0:17 | 0:14 | 0:15 | 0:15 | 0:15 | 0:14 | 0:15 | 0:16 | 0:15 | 0:14 | 0:15 | 0:17 | 0:17 | 0:13 | 0:17 | 0:13 | 0:14 | 0:17 |
| 7:00 | 7:17 | 7:31 | 7:46 | 8:01 | 8:16 | 8:30 | 8:45 | 9:01 | 9:16 | 9:30 | 9:45 | 10:02 | 10:19 | 10:32 | 10:49 | 11:02 | 11:16 | 11:33 |
| 7:10 | 7:27 | 7:41 | 7:56 | 8:11 | 8:26 | 8:40 | 8:55 | 9:11 | 9:26 | 9:40 | 9:55 | 10:12 | 10:29 | 10:42 | 10:59 | 11:12 | 11:26 | 11:43 |
| 7:20 | 7:37 | 7:51 | 8:06 | 8:21 | 8:36 | 8:50 | 9:05 | 9:21 | 9:36 | 9:50 | 10:05 | 10:22 | 10:39 | 10:52 | 11:09 | 11:22 | 11:36 | 11:53 |
| 7:30 | 7:47 | 8:01 | 8:16 | 8:31 | 8:46 | 9:00 | 9:15 | 9:31 | 9:46 | 10:00 | 10:15 | 10:32 | 10:49 | 11:02 | 11:19 | 11:32 | 11:46 | 12:03 |
| 7:40 | 7:57 | 8:11 | 8:26 | 8:41 | 8:56 | 9:10 | 9:25 | 9:41 | 9:56 | 10:10 | 10:25 | 10:42 | 10:59 | 11:12 | 11:29 | 11:42 | 11:56 | 12:13 |
| 7:50 | 8:07 | 8:21 | 8:36 | 8:51 | 9:06 | 9:20 | 9:35 | 9:51 | 10:06 | 10:20 | 10:35 | 10:52 | 11:09 | 11:22 | 11:39 | 11:52 | 12:06 | 12:23 |
| 8:00 | 8:17 | 8:31 | 8:46 | 9:01 | 9:16 | 9:30 | 9:45 | 10:01 | 10:16 | 10:30 | 10:45 | 11:02 | 11:19 | 11:32 | 11:49 | 12:02 | 12:16 | 12:33 |
| 8:10 | 8:27 | 8:41 | 8:56 | 9:11 | 9:26 | 9:40 | 9:55 | 10:11 | 10:26 | 10:40 | 10:55 | 11:12 | 11:29 | 11:42 | 11:59 | 12:12 | 12:26 | 12:43 |
| 8:20 | 8:37 | 8:51 | 9:06 | 9:21 | 9:36 | 9:50 | 10:05 | 10:21 | 10:36 | 10:50 | 11:05 | 11:22 | 11:39 | 11:52 | 12:09 | 12:22 | 12:36 | 12:53 |
| 8:30 | 8:47 | 9:01 | 9:16 | 9:31 | 9:46 | 10:00 | 10:15 | 10:31 | 10:46 | 11:00 | 11:15 | 11:32 | 11:49 | 12:02 | 12:19 | 12:32 | 12:46 | 13:03 |
| 8:40 | 8:57 | 9:11 | 9:26 | 9:41 | 9:56 | 10:10 | 10:25 | 10:41 | 10:56 | 11:10 | 11:25 | 11:42 | 11:59 | 12:12 | 12:29 | 12:42 | 12:56 | 13:13 |
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