

# Carnoustie Golf Links Vacancy - Seasonal



An exciting opportunity as a Seasonal Guest Relations Officer has become available to join the team at Carnoustie Golf Links, as part of the **Guest Relations** team of our prestigious golf course.

This role is a full-time seasonal position, ending **31<sup>st</sup> October 2022**. During this time, the successful applicant will work **between 23-40 hours a week at £9.50 per hour**. In this role, evening and weekend work will be expected throughout your employment, as the department normally operates between 8am-8pm 7 days a week.

Working under the Head of Customer Experience, and the Guest Relations Supervisor, the normal duties of this role may include, but are not limited to:

#### Guest Services

- Answering & forwarding telephone calls
- Receiving and distributing post and parcels
- Share local knowledge of other tourist destinations and give directions
- Manage general enquiries – using knowledge of our courses, facilities and local amenities
- Meet & Greet; direct foot traffic as appropriate and assist with arrival/departure process of visitors
- General reception duties – direct visitors with appointments to relevant person and/or meeting room, monitor logbook, keep atrium clean and tidy
  - Organise golf rental goods as requested
- Liaise with Caddie Master in relation to all aspects of the caddie's role
- Prepare and print pin sheets for Championship & Buddon Courses

#### Season Ticket Holder Services

- Assist with all aspects of Season Ticket Holder Bookings
- Maintain and update all Season Ticket Holder Information
  - Process new Season Ticket Holders
  - Send/receive emails

At Carnoustie, we pride ourselves on being a world leading golf destination, holding our values of Authenticity, Inclusivity, Sustainability and Innovation and Development at the heart of all that we achieve. Joining our team would mean upholding these values in all aspects of working life, striving to enhance our customer experience in every way possible.

If you are interested in applying for this exciting role please email [recruitment@carnoustiegolflinks.co.uk](mailto:recruitment@carnoustiegolflinks.co.uk) with your CV and Cover Letter.

***Carnoustie Golf Links are an equal opportunities employer and we welcome applications from all suitably qualified persons regardless of their sex, religious belief, political opinion, race, age, sexual orientation; or, whether they are married or in a civil partnership; or whether they are disabled; or whether they have undergone, are undergoing or intend to undergo gender reassignment.***