

# Application

## Pro Shop Staff – Customer Service & Sales

**Golf Course Name:** Zollner Golf Course

**Position:** Pro Shop Staff

**Date:** \_\_\_\_\_

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## Applicant Information

**Full Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Are you currently a college student?** ☐ Yes ☐ No

**If yes, Year & Student ID# :** \_\_\_\_\_

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**Are you 21 years or older?** \_\_\_\_\_

## Availability

**Which shifts are you available to work?**

- ☐ Mornings
- ☐ Afternoons
- ☐ Evenings
- ☐ Weekends
- ☐ Holidays

**List your general weekly availability:**

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## Experience & Skills

**Do you have customer service, retail, or sales experience?**

☐ Yes ☐ No

If yes, briefly explain:

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**Are you comfortable handling cash, credit card transactions, and point-of-sale systems?**

☐ Yes ☐ No

**Are you comfortable answering questions about tee times, rates, and basic golf information?**

☐ Yes ☐ No

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## Situational Questions – Pro Shop

### 1. Customer Service Under Pressure

**There is a long line at the counter and customers are becoming impatient. How do you handle the situation?**

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### 2. Policy & Problem Solving

**A customer disagrees with a policy (pricing, rain checks, tee times) and becomes upset. What do you do?**

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### **3. Work Ethic**

**Business slows down and there are no customers in the shop. What should you be doing?**

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### **4. Reliability & Accountability**

**You realize you made a mistake with a transaction or your cash drawer seems off. How do you handle it?**

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### **5. Communication & Teamwork**

**A customer asks a question you don't know the answer to. What is your response?**

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## **Why Pro Shop?**

**Why are you interested in working in the pro shop at our golf course?**

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**What strengths do you bring to a customer-focused, fast-paced environment?**

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## **Applicant Acknowledgment**

I understand this role requires professionalism, honesty, strong customer service, and teamwork.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_