

Application

Pro Shop Staff – Customer Service & Sales

Golf Course Name: Zollner Golf Course

Position: Pro Shop Staff

Date: _____

Applicant Information

Full Name: _____

Phone Number: _____

Email: _____

Are you currently a college student? Yes No

If yes, **Year & Student ID# :** _____

Are you 21 years or older? _____

Availability

Which shifts are you available to work?

- Mornings
- Afternoons
- Evenings
- Weekends
- Holidays

List your general weekly availability:

Experience & Skills

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

Yes No

If yes, briefly explain:

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

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?

2. Policy & Problem Solving

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

3. Work Ethic

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

4. Reliability & Accountability

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

5. Communication & Teamwork

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

Why Pro Shop?

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

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

Applicant Acknowledgment

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

Signature: _____ **Date:** _____