

# Olde Sycamore Golf Club

*“Maximizing our Guests’ Experience with Every Interaction”*

*Every guest. Every time. No exceptions.*

Olde Sycamore Golf Club is a true golfing pleasure, nestled within a mature forest of hardwoods just minutes from I-485. This semi-private course opened in May 1997 and was recognized by *Charlotte’s Best Magazine* as both the “**Best New Course**” and “**Best Eastside Course**” in the Queen City.

Designed by Carolina Hall of Fame architect **Tom Jackson**, renowned for creating many high-profile courses throughout the Carolinas, Olde Sycamore is thoughtfully routed through majestic Carolina tall pines—an ideal and unforgettable backdrop for the game. The fairways feature hybrid Bermuda grass, while the **brand-new Mach 1 Bermudagrass greens** rank among the best in the Charlotte region.

A distinctive feature of Olde Sycamore is the use of zoysia grass around the bunkers, providing sharper definition and enhanced playability around each green. Together, these elements create exceptional playing conditions and a rewarding challenge worthy of a premier course. Golfers of all ages and skill levels can enjoy the natural beauty and outstanding design of Olde Sycamore, conveniently located just minutes from Uptown Charlotte.

## Starter | Player Assistant: Position Overview

Player Assistants play a critical role in setting the tone for the day and ensuring an enjoyable pace and flow of play. This position is ideal for individuals who enjoy interacting with golfers, take pride in professionalism, and understand how positive communication and consistency directly impacts the guest experience.

Individuals must be team players prepared to work in a fast-paced, energetic environment, think on their feet, and consistently deliver **exceptional customer service** in alignment with our **Break PAR service philosophy**.

What we are looking for in our Starter | Player Assistant: Someone with a positive, guest-first attitude; strong communication and interpersonal skills; the ability to remain calm, professional, and friendly in busy situations; comfortable addressing pace-of-play situations respectfully; a willingness to take initiative and support teammates. Each responsibility is performed with the goal of ensuring guests feel welcomed, cared for, and eager to return.

All successful candidates will work in a positive team environment and gain valuable experience at a high-volume, semi-private golf facility.

## Job Details & Experience Required:

- Part-Time position(s) available.
- Prior experience in golf operations helpful.
- Golfing background is a plus.
- Flexible schedule required, including weekends and holidays.
- Must be at least 18 years old and have a valid driver's license.
- Ability to stand and walk for extended periods and work outdoors.
- Position is open year-round (weather dependent).

## Essential Responsibilities:

- Greet golfers in a friendly, confident, and professional manner.
- Manage tee-times and ensure groups are started on time.
- Communicate daily rules, pace, and course information clearly.
- Monitor pace of play and assist groups as needed to maintain proper flow.
- Serve as a course ambassador by answering questions and offering guidance.
- Work closely with the Golf Shop and Outside Services Staff.
- Assist with tournament/event setup as assigned.
- Help ensure the first and last impressions of the round are positive and memorable.
- Willingly perform other duties as assigned.

## Other:

- Serve as a positive role model for teammates.
- Communicate clearly, calmly, and respectfully at all times.
- Take ownership of the tee and on-course experience.
- Support fellow departments during peak periods.
- Conduct yourself in accordance with Olde Sycamore's **Break PAR Program**.

## Break PAR

Being **Professional, Accommodating, and Respectful** by anticipating guest needs, taking initiative, and creating positive moments in every interaction—while maintaining pace, fairness, and professionalism.

## Benefits:

- Playing and practice privileges (based on course availability).
- Uniform shirts provided.
- On-site meal available for purchase (50% discount from menu).
- Employee merchandise discount.