



Customer Order Procedure Checklist

1. Record the Order

When a customer requests an item to be ordered:

- Locate the **Customer Order Book** in the Golf Shop.
- Complete all sections of the Customer Order Form.

Ensure the following information is recorded:

Customer Details

- Full Name
- Contact Phone Number
- Email Address (if applicable)

Product Details

- Product Brand
- Product Description
- Model Name
- Colour
- Size (if applicable)
- Quantity Required
- Special Requirements or Notes

Order Information

- Date Ordered
- Supplier Name
- Deposit Amount (if applicable)
- Total Order Value (if known)

2. Confirm Availability

Contact the supplier to confirm:

- Product availability

- Current pricing
- Estimated delivery timeframe
- Record any updates in the Customer Order Book.

3. Place the Order

- Submit the order with the supplier.
- Ensure all product specifications match the customer's request.
- Record:
 - Date Ordered
 - Purchase Order Number (if applicable)
 - Supplier Confirmation Number (if applicable)

4. Update the Customer

- Advise the customer that the order has been placed.
- Provide an estimated delivery timeframe.
- Inform the customer that they will be contacted once the item arrives.

5. Receive the Order

Upon arrival of the product:

- Check the item against the original order details.
- Verify:
 - Correct model
 - Correct size
 - Correct colour
 - Correct quantity
 - No damage or defects
- Mark the order as **Received** in the Customer Order Book.

6. Contact the Customer

- Contact the customer as soon as practical.
- Advise that their order has arrived and is ready for collection.
- Record:
 - Date Contacted
 - Method of Contact (Phone, Email, SMS)
 - Staff Member Making Contact

7. Collection and Payment

When the customer collects the item:

- Process any outstanding payment.
- Mark the order as **Collected** in the Customer Order Book.
- Record the collection date.

8. Filing and Completion

- Ensure the order has been fully completed.
- Update the status to **Completed**.
- Retain the order record in the Customer Order Book for future reference.

Final Customer Order Check

- Customer details recorded
- Product details recorded accurately
 - Supplier availability confirmed
 - Order placed with supplier
- Customer advised of delivery timeframe
 - Product received and checked
- Customer contacted upon arrival
 - Payment completed
 - Collection date recorded
- Order marked as completed

Responsibility: Golf Operations Team

Review Date: Annually or as procedures change.