



Operational Process Document

Role: Group Bookings Coordinator

Task: Contact Groups with 8 or More Participants for Sunday Play

Purpose: Ensure effective communication and confirmation of group bookings with 8 or more participants playing on a Sunday. This process ensures accuracy in numbers, availability of golf carts, and compliance with Rosebud Country Club (RCC) policies.

Step-by-Step Process

1. Preparation (Monday, Two Weeks Before Play)

1.1 Access Group Booking List:

- Retrieve the list of group bookings for the relevant Sunday using the RCC booking system.
- Identify groups with 8 or more participants.

1.2 Verify Contact Information:

- Ensure you have the correct contact name and phone number for each group booking.

2. Initiate Contact

2.1 Call the Group Organizer:

- Use the contact details provided in the booking system.
- If unavailable, leave a polite voicemail requesting a call back and follow up with an email if an address is available.

2.2 Introduce Yourself:

- Example Script:
“Hello [Organizer’s Name], this is [Your Name] from Rosebud Country Club. I’m calling to confirm the details of your group booking for Sunday, [Date]. Do you have a few moments to go over the details?”

3. Confirm Booking Details

3.1 Confirm Participant Numbers:

- Verify the total number of participants.
- Note any changes and update the booking system accordingly.

3.2 Confirm Golf Cart Requirements:

- Ask how many golf carts the group requires.
- Inform them of availability and ensure the request is logged in the booking system.



4. Remind of Dress Codes and Terms & Conditions

4.1 Dress Code Reminder:

- Example Script:
“Please ensure all participants adhere to the RCC dress code. Details are available on our website, but if you have specific questions, feel free to ask.”

4.2 Terms & Conditions Reminder:

- Example Script:
“As a reminder, the terms and conditions of play, including cancellation policies and other guidelines, are outlined on the RCC website. Please ensure all participants are aware.”

5. Finalize the Call

5.1 Confirm Understanding:

- Ask if the organizer has any questions or additional requests.

5.2 Thank the Organizer:

- Example Script:
“Thank you, [Organizer’s Name]. We look forward to welcoming your group on [Date]. Have a great day!”

6. Update Records

6.1 Log Call Details:

- Record the outcomes of the call in the booking system, including participant numbers, golf cart requirements, and any special notes.

6.2 Set Follow-Up Reminders (If Needed):

- If the organizer could not confirm details during the call, set a reminder to follow up later in the week.

Key Notes:

- Be professional and courteous during all communications.
- Ensure all updates are promptly reflected in the booking system to avoid discrepancies.
- Familiarize yourself with RCC’s dress code and terms & conditions to answer common questions confidently.