## **Gulf States PGA Education Jamboree**

Managing and Improving Efficiency in Outside Operations & Golf Shop















- Brief overview of TPC Louisiana Golf Operations
- Discussion on managing outside operations
- Introduction to Task Tracker
- Improvements/Best Practices at TPC Louisiana'
- Other ideas for improving Outside Operations
- Recap



- 31,000 Avg. rounds per year
- Rates vary from \$129-\$249 for non Louisiana Residents/\$89-\$119 for Louisiana Residents
- 220-250 Annual Passholders
- Host of the Zurich Classic of New Orleans



Top items our team struggled with:

- Attention to detail
- Keeping track of punch items that need to get completed
- Cart maintenance tracking
- Detailing of golf carts
- Best staff members, doing 90% of the non daily checklist items
- Holding staff accountable & utilizing down time efficiently
- Communication between professional staff and outside operations
- Rental set Check-in/procedures



## What does your team struggle with?



## Task Tracker:

 Digital job board used across the country in Golf Course Maintenance

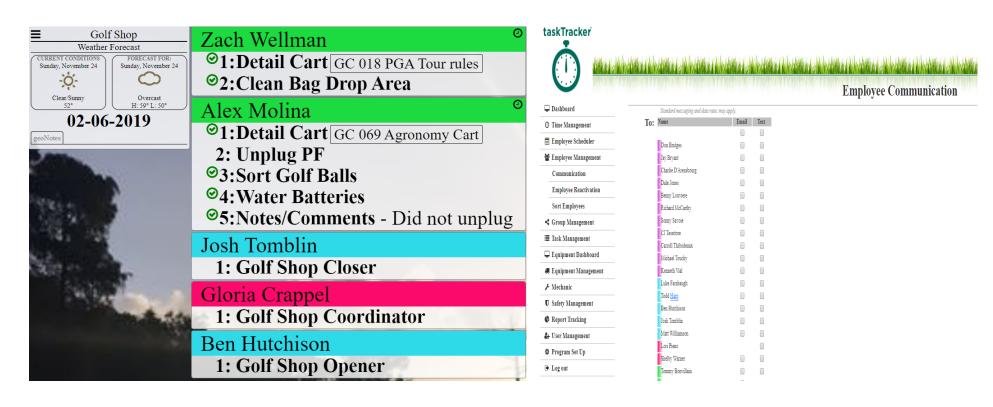
- Oevelop your best practices from year to year.
- Set expectations that are in line with your resources.
- Explain ROI of equipment vs labor.
- Explain budget variances with a few clicks.
- Measure the efficiency of your staff.
- Communicate with your committees, staff, department heads, and general managers.



- Daily tasks for golf operations staff
- Rental club check in/out
- Cart Maintenance
  - Keep electronic logs of detailing of carts, water batteries, maintenance done by club car & staff
- Ability to track how long each task takes
  - IE: How long it takes to pull outing carts/clean pick Practice facility
- Scheduling for all golf operations staff
- Communication for daily rounds, weather, outing information, upcoming events.
- Text/Email communications



## More about Task Tracker





- Improved communications from Golf Professionals to staff
- Consistent work flow for all staff members
- Lower labor costs, cleaner facilities
- Managers can be in tune with that is happening at the facility from their phone/computer
- Allows managers to hold staff accountable



Questions?

Thank you for your attention and participation!