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# Gulf States PGA Education Jamboree

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Managing and Improving Efficiency in Outside Operations & Golf Shop





# AGENDA

- 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



# BRIEF OVERVIEW

TPC Louisiana

- 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





# Managing Outside Operations

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



# Managing Outside Operations

TPC Louisiana







*What does your team struggle with?*

# Introducing Task Tracker

TPC Louisiana

## Task Tracker:

- Digital job board used across the country in Golf Course Maintenance

-  Develop 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.



# How we use it in Golf Operations

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- 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



# Continued...

TPC Louisiana

## More about Task Tracker

**Golf Shop**  
Weather Forecast

CURRENT CONDITIONS  
Sunday, November 24  
Clear/Sunny  
52°

FORECAST FOR:  
Sunday, November 24  
Overcast  
H: 59° L: 50°

**02-06-2019**

geoNotes

### Zach Wellman

- ✓ 1: Detail Cart GC 018 PGA Tour rules
- ✓ 2: Clean Bag Drop Area

### Alex Molina

- ✓ 1: Detail Cart GC 069 Agronomy Cart
- 2: Unplug PF
- ✓ 3: Sort Golf Balls
- ✓ 4: Water Batteries
- ✓ 5: Notes/Comments - Did not unplug

### Josh Tomblin

- 1: Golf Shop Closer

### Gloria Crappel

- 1: Golf Shop Coordinator

### Ben Hutchison

- 1: Golf Shop Opener

taskTracker



- Dashboard
- Time Management
- Employee Scheduler
- Employee Management
- Communication
- Employee Reactivation
- Sort Employees
- Group Management
- Task Management
- Equipment Dashboard
- Equipment Management
- Mechanic
- Safety Management
- Report Tracking
- User Management
- Program Set Up
- Log out

*Standard messaging and data rates may apply.*

To:	Name	Email	Text
	Don Bridges	<input type="checkbox"/>	<input type="checkbox"/>
	Jay Bryant	<input type="checkbox"/>	<input type="checkbox"/>
	Charlie D Avenbourg	<input type="checkbox"/>	<input type="checkbox"/>
	Dale Jones	<input type="checkbox"/>	<input type="checkbox"/>
	Benny Louviere	<input type="checkbox"/>	<input type="checkbox"/>
	Richard McCarthy	<input type="checkbox"/>	<input type="checkbox"/>
	Soury Savoie	<input type="checkbox"/>	<input type="checkbox"/>
	Cl Teastore	<input type="checkbox"/>	<input type="checkbox"/>
	Carroll Thibodeaux	<input type="checkbox"/>	<input type="checkbox"/>
	Michael Touchy	<input type="checkbox"/>	<input type="checkbox"/>
	Kenneth Vial	<input type="checkbox"/>	<input type="checkbox"/>
	Luke Farabough	<input type="checkbox"/>	<input type="checkbox"/>
	Todd Hays	<input type="checkbox"/>	<input type="checkbox"/>
	Ben Hutchison	<input type="checkbox"/>	<input type="checkbox"/>
	Josh Tomblin	<input type="checkbox"/>	<input type="checkbox"/>
	Matt Williamson	<input type="checkbox"/>	<input type="checkbox"/>
	Levi Pieno	<input type="checkbox"/>	<input type="checkbox"/>
	Shelby Warner	<input type="checkbox"/>	<input type="checkbox"/>
	Tommy Borevillian	<input type="checkbox"/>	<input type="checkbox"/>

Employee Communication





# Improvements for TPC Louisiana

TPC Louisiana

- 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



# Recap & Open Forum

TPC Louisiana

Questions?

Thank you for your attention and participation!