

	If available insert ✓ in column If not available insert x in column	Golf Operator
Accommodation Type:		
Hotel		
Golf Club Members only		
Other – please specify		
Is the accommodation minimum 4 star Fáilte Ireland approved?		
Is the accommodation minimum 3 star Fáilte Ireland approved?		
Is the accommodation Fáilte Ireland registered or approved?		
Other: please specify		

Section 1: Pre-arrival / Reservations		
The following systems should be developed and implemented		
1.1	Telephone enquiries guidelines have been developed and implemented.	
1.2	Reservation system (manual or web-based) has been developed and implemented.	
1.3	Reservations operational standard has been developed and implemented.	
Minimum Standards		
1.4	Are all visitors able to book tee times in advance?	
1.5	Is there a credit card facility available for reservations in advance of arrival?	
1.6	Is there a procedure in place to ensure a warm welcome for all telephone enquiries?	
1.7	Does the staff member have easy access to all rates for green fees; hire equipment and F&B?	
1.8	Does the staff member know the relevant green fee rates for the next 6 months?	
1.9	Is the staff member knowledgeable about daily green fee promotions, i.e. early bird and twilight?	
1.10	Are all bookings taken via a reservation system for tee times, hire, caddies and F&B?	
1.11	Is the visitor's telephone number / contact details taken at the time of booking?	
1.12	Are all the details repeated back to the customer?	
1.13	Is the customer informed of any course disruptions, i.e. Hollow tining?	
1.14	Are clear directions to the club available?	
1.15	Is the customer informed of the cancellation policy at the time of booking?	
1.16	Is there a copy of the terms and conditions of the club available?	
1.17	Does the staff member have access to weather information for region if asked by customer?	

Section 2: Arrival, Car Park and Grounds		
The following systems should be developed and implemented		
2.1	Cleaning checklist (external area) has been developed and implemented.	
2.2	Maintenance system (external area) has been developed and implemented.	
Minimum Standards		
2.3	Is the entrance to the club accessible and free of litter such as paper and cigarette butts? Is the car park free from litter?	
2.4	Are the paths free from large cracks or broken areas that may be unsightly or dangerous?	
2.5	Is the golf club house entrance clearly signposted from the car park?	
2.6	Are the core facilities clearly signposted (i.e. reception, shop, practice, locker rooms, 1st tee)?	
2.7	Are all signs clean and in good condition?	
2.8	Is the building exterior clean, maintained and in good condition?	
2.9	Are disabled car parking spaces provided with enforcement stickers or notices in use?	
2.10	Are notices for fire drills, assembly points and first aid points clearly signed?	

Section 3: Reception and Welcome		
The following systems should be developed and implemented		
3.1	Cleaning checklist (reception area) has been developed and implemented.	
3.2	Maintenance system (reception area) has been developed and implemented.	
3.3	Customer service standard/policy/charter has been developed and implemented at reception.	
3.4	Training plans, to include induction training (reception employees), have been developed and implemented.	
Minimum Standards		
3.5	Is the overall reception area / golf shop clean, including carpets, walls, ceilings, vents and windows?	
3.6	Is the welcome meet and greet standard for staff to welcome customers applied?	
3.7	Is the written customer service standard for staff in dealing with customers applied?	
3.8	Do staff receive training on customer care?	
3.9	On check-in, are customers provided with an orientation of the club (facility locations, service times)?	
3.10	Is the pro shop / reception desk area organised and tidy?	
3.11	Is the shop open prior to the arrival of the first customers?	

3.12	Are shop staff aware of all relevant course information, including rates, reservations, course conditions?	
3.13	Is a full price list of green fee rates and hire equipment in view?	
3.14	Is there a credit card facility available?	
3.15	Is there a scorecard provided?	
3.16	Is the shop stocked with a selection of popular accessories, refreshments and confectionary?	
3.17	Are pull carts available for hire?	
3.18	Is all hire equipment provided clean and in good condition?	
3.19	Do staff demonstrate good product knowledge of all apparel and equipment in stock?	

Section 4: Clubhouse Facilities & Services		
The following systems should be developed and implemented		
4.1	Cleaning checklist, with supporting procedure(s) (clubhouse area) have been developed and implemented.	
4.2	Standards of personal and work hygiene have been developed and implemented.	
4.3	Maintenance system (clubhouse area) has been developed and implemented.	
4.4	Food and beverage service standards have been developed and implemented.	
4.5	Training plans, to include induction training (food and beverage employees), have been developed and implemented.	
Minimum Standards		
4.6	Are there dedicated ladies and gents toilet and changing facilities?	
4.7	Are toilet and changing areas (including floors, walls, ceilings, vents, waste bins, stalls, vanity units and sinks) free of unpleasant odours and kept clean?	
4.8	Are there dedicated shower facilities available for ladies and gents?	
4.9	Are towels available for use either for a fee or at no cost?	
4.10	Is the procedure for cleaning and maintenance of locker room / changing facilities / toilet facilities applied throughout the day?	
4.11	Are soap, hand towels, toilet tissue and paper products supplied in toilets?	
4.12	Is there a limited food and beverage service available from arrival of first customers?	
4.13	Is the food and beverage area clean and orderly with menu clearly available for all?	
4.14	Is there a facility for pre-booking food and beverage reservations for groups?	
4.15	Is there a food and beverage service available until the last visitor is off the golf course?	

Section 5: Golf Course Standards		
The following systems should be developed and implemented		
5.1	An annual maintenance program for the golf course has been developed and implemented.	
5.2	An environmental statement/policy for the golf course has been developed and implemented.	
Minimum Standards		
5.3	Is there adequate course signage including tee signs, course yardage markers and directional signage?	
5.4	Is the signage in acceptable condition?	
5.5	Is there a practice putting green available for putting (not chipping) for all golfers?	
5.6	Is the green to a similar standard as those on the golf course?	
5.7	Is an acceptable pace of play encouraged?	
5.8	Do tees have a good cover of grass?	
5.9	Are tee divots repaired with sand and seed mix?	
5.10	Are there fixed tee markers for each course?	
5.11	Are moveable tee markers moved regularly and aligned with centre of fairway/green?	
5.12	Are all the bins clean and tidy?	
5.13	Do fairways have a good cover of grass?	
5.14	Are divots repaired with sand & seed mix?	
5.15	Are the fairways free of grass trimmings?	
5.16	Do greens present a smooth putting surface?	
5.17	Are pitch marks repaired regularly?	
5.18	Are holes moved regularly to prevent excessive wear?	
5.19	Are pin poles and flags in good condition?	
5.20	Is the rough maintained?	
5.21	Are bunkers maintained and well presented?	
5.22	Is annual maintenance program for the golf course applied effectively?	
5.23	Is the golf course free of litter?	
5.24	Are pathways accessible and well maintained?	
5.25	Do course maintenance staff apply a policy of not interfering with play?	
5.26	Are on-course toilet facilities clean and maintained?	
5.27	Is the golf club's environmental statement/policy that expresses a positive attitude towards environmental care applied effectively?	

Section 6: Exit / Post-Golf		
The following systems should be developed and implemented		
6.1	A customer feedback system has been developed and implemented relating to the entire golfing experience.	
Minimum Standards		
6.2	Is there a staff member available until the last visitor is off the golf course?	
6.3	Can staff members provide directions from club to local hotels, main routes and landmarks?	
6.4	Is there appropriate lighting on exiting the club?	

Section 7: Guest Access		
The following systems should be developed and implemented		
7.1	An access policy has been developed and implemented.	
Minimum Standards		
7.2	Are facilities provided for mobility impaired golf guests (access and toilet)?	

Section 8: Health and Safety Standards and Legal Obligations		
The following systems should be developed and implemented		
8.1	A safety statement is developed and actively implemented.	
8.2	Fire Safety regulations have been developed and implemented.	
8.3	A first aid training plan has been developed and implemented.	
Minimum Standards		
8.4	Is there evidence of a commitment to the safety of the people and property within the premises, by applying golf club regulations and adhering to existing laws and regulations? A declaration of Compliance/Disclaimer must be completed at application by the property to ensure the facility is compliant with the relevant Health & Safety and Legal Obligations. Relevant documentation and copies of certificates in this section may be requested at the time of the assessment if required.	
Signed by Property:		