



2018

Caddie Manual

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WELCOME

Welcome to the Hamilton Golf and Country Club Caddie Program. Our objective is to develop a strong, vibrant, member supported caddie program for the Hamilton Golf and Country Club. This program will give our youth, between the ages of 12-18, the opportunity to make new friends, learn the game of golf, earn some money, and learn new skills that will assist them far beyond their relationship with the Club.

Our caddies will have the opportunity to meet and caddie for some of the communities' finest role models. This relationship will allow the caddie to adapt to some of the etiquette qualities that our golf club signifies and offers a fantastic starting point for entering the workforce as a summer job.

The members of the Hamilton Golf and Country Club are very proud of their Caddie Program and have supported the communities' youth for well over 75 years. Our Golf Club thanks you for your interest in our Caddie Program and we look forward to working with you in the 2018 golfing season.

Dress Code

Caddies will have a mandatory uniform in which they **MUST** be worn while caddying. This uniform will be purchased for \$20.00 and will consist of a golf shirt, hat, and nametag. Failure to wear one of these uniform requirements will result in not being able to caddie until all articles are worn. Jackets and sweaters may be worn over top of the uniform. After a caddie completes fifteen (15) rounds, he/she will be provided with another golf shirt free of charge. If desired, another uniform shirt may be purchased in the golf shop for \$20.00. You may purchase your uniform from the Caddie Master.

Below are some dress code regulations that we advise caddies be aware of;

- Golf shirt with a collar or Mock turtle neck.
- Golf jackets, windbreakers, fleece, sweaters.
- **NO HOODIES** will be allowed.
- Uniform shirt must be tucked in at all times.
- Hats may not be worn backwards or sideways.
- Golf Shorts must be worn to knee length. **No Cargo or Rugger** style shorts.
- Wind or rain pants may be worn.
- Running Shoes Only, **NO Sandals or Golf Shoes.**
- **NO Denim** of any kind will be allowed.

Cold Weather Recommendations:

- Toque
- Gloves
- Warm Sweater
- Jacket
- Thick Socks
- Warm Pants
- Dress in Layers

Warm Weather Recommendations:

- Shorts
- Sunscreen
- Sunglasses
- Water

Caddies Dress Code While Golfing at HGCC

- The following **WILL NOT** be permitted while using the caddie golf privileges. Failure to conform to this dress code will result in cancellation of playing privileges.
- Shirts without a collar or Hoodies
- Cargo pants or shorts of any kind (no pockets on the outside)
- Only golf related logos on hats and apparel
- Shirt **MUST** be tucked in at all times

Restricted Areas

The Caddies are to stay within the caddie enclosure at **ALL** times, unless being instructed by the Caddie Master, Back Shop Manager or Back Shop personnel. On occasion, management may ask some caddies to perform certain jobs around the club such as sweeping out the caddie shack and cart barn, picking up range balls from the driving range, or the cleaning of the caddie washroom. These duties are performed on slow days or days with inclement weather and allow caddies to earn “Show Pay” for duties completed.

Other restricted areas include the Golf shop, Back Shop, Half-way Houses, Clubhouse, and Parking Lot (unless being picked up). The Club does not allow caddies to wander around the golf course or club grounds. From time to time a caddie may ask for permission from the Caddie Master or Back Shop Manager to buy food from the halfway house or items from the Golf shop.

Caddie Washroom

The caddie washroom is kept locked at all times. The Back Shop supervisor has access to the key and will open the door when needed. The caddies are responsible for the cleanliness of the washroom. Caddies will be required to clean the washroom when asked by the Caddie Master. Caddies will also have to sign the caddie washroom list prior to using the washroom as this ensures the cleanliness of the washroom.

Smoking

Caddies are not allowed to smoke while on the golf club property. Caddies who do, will be asked to leave the club property immediately.

The Caddie Bin

It is of utmost importance to ensure the cleanliness of the caddy bin. There will be days where the caddies in the bin will be asked to sweep and pick up any garbage. It is **ALL** caddies responsibilities to ensure that the bin is clean and tidy from when they arrive until they leave. Ensure that your garbage and recycling is put away properly to avoid any unnecessary mess in the caddy bin.

Caddie Rotation System

1. Contract caddies will be sent out to caddie in a first come first serve basis no matter what rank they may be. At times, a member may request a certain caddie or a certain rank of caddie. At that moment the next caddie with that level will be called upon to caddie, otherwise the Caddie Master will stick with a first come first serve basis.
2. Any caddie who is not available when his/her name is called is placed at the bottom of the list.
3. All caddies must report to the caddy bin on arrival at the golf course. Do not come to the golf course prior to: **6:30 a.m. on weekends** and **7:00 a.m. on weekdays. Caddies who arrive earlier than the prescribed time will be placed at the bottom of the list.**
4. Caddies are asked to arrive 1 Hour before the scheduled tee time for golf events or guest bookings.
5. It is mandatory for all "A" Caddies to attend every tournament where caddies are needed.

Caddie Duties

"AA" Caddie

- Including "A" Caddie expectations plus;
- Possesses knowledge of the game of golf and its rules
- Aids in reading greens (when requested)
- Gives advice on club selection (when requested)

"A" Caddie:

- Including "B" Caddie expectations plus;
- Has complete knowledge of yardages and abilities of pacing off to center of green
- Performs / directs fore caddie duties when & where appropriate
- Cleans golfers golf balls when needed , i.e. on the putting green
- Acts as a "Role Model / Mentor" to other caddies at all times

- Carries player's golf bag
- Always carries course yardage book to assist members and guests

“B” Caddie:

- Including “C” Caddie expectations plus;
- Basic Course knowledge
- Has ability to pace off yardages to the center of green
- Takes initiative to perform some duties around the putting green, i.e. tending flag etc.
- Cleans golfers golf ball when needed, i.e. on the putting green
- May carry or use a pull cart when caddying

“C” Caddie:

- Has a basic knowledge of golf
- Is willing to learn and be trained
- May carry or use a pull cart when caddying

ALL Caddies:

- Keeps up with the player when walking
- Understands that there is **NO** Unnecessary Talking
- Keeps Clubs Clean at all times
- Replaces Divots / Rakes Sand Traps
- Understands where to stand when caddying
- Performs Fore Caddie Duties
- ALWAYS – asks for the member to evaluate your performance with the “Caddie Evaluation Card” provided

Silence and Speed

It is the Hamilton Golf and Country Club's duty to ensure an enjoyable game of golf for all of its members and guests. It is important for all caddies, especially new caddies, to remember that silence and speed are the most important aspects of the job. Keeping up with the player ensures a more enjoyable environment for our members, as

well as making the caddie's job easier. Unnecessary talking can also be extremely distracting to not only the caddie's player but for the entire group of golfers.

Caddie Evaluations

At the end of each caddie round, the caddie will politely ask the member to sign his or her caddie evaluation card. This card contains a few short questions that will be answered by the member. This card is very important because without the card the caddie will not be able to get paid. This card also provides the Caddie Master with valuable information regarding the caddie's performance and will help him to track the performance of said caddie. If a caddie is not performing up to their current caddie rating, the caddie will have to attend more caddie training dates to improve his/her performance.

The evaluation card also helps the caddie move up in ranking and pay scale. If a caddie receives many top marks on his/her evaluation card, the Caddie Master will consider moving the caddie to the next highest caddie ranking.

Caddies are responsible for making sure their member signs their caddie cards (member's name and account number) and gives the caddie a rating for their performance. Rounds caddied are recorded and bonus amounts are determined by the information submitted on the caddie card. If a caddie is carrying for a non-member, the host member in the group will sign the card. Occasionally non-accompanied guests will play our course. If caddies are used as caddies or fore caddies the Caddie Master will sign and rate the caddie's performance.

Here is an example of the point system for the caddie rating card:

Excellent – 3 points **Good** – 2 points **Fair** – 1 point **Poor** – 0 Points

Point System:

The bonus and point system for the 2018 season has been adjusted to allow the caddie, who fulfills their commitment to the Club, to earn the most bonus dollars. The point system awards the caddies on their performance each round. Every time a caddie comes to the Club to caddie, they will receive one (1) Attendance point regardless if they get a bag or not. These points will be accumulated and the year end bonus will be determined by points earned. Simply, the more caddying one does, the more bonus one receives.

Bonus System:

The Caddie Bonus is paid to the caddies at the year end Caddie Banquet. The bonus is based on the number of rounds caddied and points accumulated. The more you caddie the more bonus dollars you will receive. **In order to be invited to attend the**

Caddie Banquet and become eligible to receive a Caddie Bonus, each caddie must meet the obligation of 40 rounds.

Caddie Payment

Once a caddie has completed his/her round, the caddie will ensure that their member fills out their Caddie Card. There is a box that will say “Caddie Cards” on it and the member will fill out the card and drop the section called “Caddie Evaluation” in the box. The other half of the card contains the member’s name, signature, and account number. Without this portion of the card the caddie cannot be paid.

Once caddies have completed their round and have obtained their half of the Caddie Card, they are to proceed with the members’ golf bag to the Back Shop area and present the Caddie Master with their pay card. If the Caddie Master is not available at the immediate time, caddies are asked to wait in the caddie enclosure quietly until the Caddie Master is available. If the caddie was not able to get paid after their round, they are asked to hold onto their portion of the caddie card until they are at the golf club next.

2018 Caddie Rates are as followed:

<u>Category</u>	<u>Show Pay Rate</u>	<u>9 Hole Pay Rate</u>	<u>18 Hole Pay Rate</u>
“AA”	\$ 17.00	\$ 20.00	\$ 38.00
“A”	\$ 15.00	\$ 17.00	\$ 34.00
“B”	\$ 13.00	\$ 15.00	\$ 30.00
“C”	\$ 11.00	\$ 13.00	\$ 26.00

Caddies with Caddie Cards for payment will be guaranteed pay on Saturdays and Sundays from 7:00 a.m. to 1:00 p.m. throughout the summer. There will be times when the Caddie Master is not available for payment. If a caddie arrives and needs payment he/she should contact the Back Shop Manager or Golf shop front desk.

Tipping:

It is at the discretion of the member or guest that the caddie will be tipped. Tips should not be expected or requested.

Show Pay

Show pay will only be paid to “**Contract Caddies**” during allotted times, when a caddie comes to the course and does not get a bag. **Show Pay Does Not Count As A Round Caddied.** The following are days and times of when show pay will be allotted.

Wednesdays: Sign in before **11:00 a.m.** Show pay will be given out at **2:00 p.m.**

Fridays: Sign in before **11:00 a.m.** Show pay will be given out at **2:00 p.m.**

Saturdays: Sign in before **7:00 a.m.** Show pay will be given out at **10:30 a.m.**

Sundays: Sign in before **7:00 a.m.** Show pay will be given out at **10:30 a.m.**

Show Pay for Tournaments:

Show pay will only be given out during the tournament days when a caddie is signed in one **(1) Hour** prior to a tournament and does not receive a bag. At that point, the caddie may be asked to perform such duties as fore caddying, sweeping out of the caddie bin, driving range duties, or general clean-up duties around the club.

Show Pay and Inclement Weather:

Show pay will **NOT** be administered on days where the weather has made the members attendance questionable. An example of this would be when you wake up and it is raining. In this case, Show Pay will **not** be given out due to the lack of members golfing. If you are unsure of this status, due to poor weather, you may call the Golf shop or contact the Caddie Master.

Show Pay for Cancellation:

Upon the Caddie Master’s discretion show pay will be given out in the case that a member has cancelled his or her guest booking or does not show. In **certain** circumstances caddies will be given full pay and a round counted if a member has booked caddies and does not use the caddies.

Caddie Promotions

It is up to the discretion of the Caddie Master on whether a caddie will be promoted. If the caddie displays all of the knowledge required for the next level, has a good attitude, and is consistent in their commitment to the club then he or she will be promoted. There is no set number of rounds that a caddie must complete in order to be promoted however experience at each level is required. The Caddie may be asked to complete a caddying practical test in which he/she will either caddie for a member and they will report their suggestions to the Caddie Master or the caddie may caddie for the

Caddie Master himself. At this point, a decision will be made on whether the caddie will be promoted to the next level or if unsuccessful remain at the current level.

Fore caddying

On occasion, caddies may be asked to perform fore caddie duties. Fore caddying is when the caddie will go to ahead of his/her group to the next hole and stand halfway up the hole on either the left or right side (usually Along the tree line). A caddie does this so that it is easier to spot the groups tee shots and advises if any of the balls go into any hazards such as trees or water. If a ball does get lost, the caddie will then start to look for the ball in the general area of where the caddie last saw it.

If a caddie is not carrying a bag for any specific player, the caddie may be asked to fore caddie on a specific hole. This would entail that the caddie will watch the groups tee shots that play the hole and advises if any player's ball went into a hazard. If a ball goes into a hazard, the caddie will then assist that group in finding the ball.

Another way that a caddie may fore caddie is if there are a group of players in carts and they have asked for a fore caddie to join their group. In this instance, the caddie's main priority is to fore caddie on every hole however the caddie will also fulfill their normal duties such as raking bunkers, cleaning clubs, and replacing divots. Caddies **ARE NOT** allowed to drive or ride on the back of golf carts. If caught doing so disciplinary action will be taken immediately. Members and guests have been made aware and are reminded that caddies are not to perform duties that include driving or standing on the back. It is a good idea that the caddie reminds the member before the round begins. If the member has any questions, they may direct them to the Caddie Master.

Daily Procedures

The following are daily procedures when arriving at the club:

- Go to the Caddie Enclosure located beside the Golf shop
- Sign up on the Caddie List
- Wait quietly in the Caddie Enclosure until your name is called
- Once your name is called you will get your bib, towel, caddie card, and pencil
- You will be given your members bag, memorize the members' name!!!!!!!!!!
- Once given the bag, you will sit on the caddie wall and wait for your golfer to arrive
- When the Member or Guest arrives, introduce yourself
- Your player will probably go to the driving range, stay on the wall unless directed to go with him/her
- Wait until it's your turn on the first tee

- When first teeing off it is a good idea to ask the golfer some questions about the round of golf. Ask “Do you require me to get yardages for you today Mr. Smith”? Would you like me to forecaddie on any specific holes? It is good to get this information because it allows the caddie to know what their golfers’ expectations are of them.

After 9 Holes of Golf: “Lunch Time”

- At the 9th green, the caddie should go to the half-way house and receive the Caddie Special which consists of a hot dog or sandwich, drink, and chips or chocolate bar. It is also a good idea to “**Thank**” the member or guest for your Caddie Special!!!!!!!!!!!!!!
- Finish up your lunch ASAP and continue the round

After 18 Holes of Golf:

- The caddie will ask their member to sign their caddie card
- Ensure the member evaluates their performance and drops the card in the Caddie Box
- Walk clubs to the Back Shop and Caddie Enclosure
- Make sure all clubs are clean, if dirty there are brushes and water in the Back Shop •
After clean, place the golf bag on the bag rack inside the Back Shop
- With Caddie Card in hand, locate the Caddie Master for payment.
- At this time the caddie may call for their ride, leave, or ask to go out and caddie again

Inclement Weather ‘Safety First’

Golfers tend to play in any type of weather. If you plan to come to the club and the weather is in doubt, please feel free in calling the Golf shop or Caddie Master at (905) 648-2294, Extension 246. On occasion when caddying, a weather system could move through. The Hamilton Golf and Country Club uses a very technical weather reporting system. The system operates automatically and warns all golfer/caddies of an approaching weather system. A loud siren will go off to warn the people out on the golf course. At this time golfers and caddies **MUST** seek shelter immediately. If close to the clubhouse all caddies are to return to the Caddie Enclosure. If out on the golf course please seek rain shelters and stay away from tall trees and low-lying areas.

Please wear the appropriate caddying attire when the weather looks questionable. If it is cold please dress for it. If it looks like it will rain, please wear a rain jacket and/or pants. During rainy days the golf course can become very slippery. The Hamilton Golf and Country Club recommends wearing “non-slip” running shoes to avoid injury.

Peak Times to Caddie

The Peak Times to Caddie are:

- Saturdays, Sundays and Holiday Mondays: 6:30 a.m. arrival
- Wednesdays and Fridays: 11:00 a.m. arrival

The other days of the week caddies are needed but are not necessarily our busiest days.

Tournament days are very popular and often require many caddies. Please note our Tournament dates and try your best to attend these events.

Caddie Golf Privileges

The Board of Directors has agreed to allow qualified caddies, determined by the Caddie Master and the Head Golf Professional, the privilege of playing the golf course. Caddies may play the long course under the following guidelines:

1. Mondays between 7:00 and 7:30 a.m.
2. Saturdays and Sundays after 5:00 p.m.
3. "A" and "B" Caddies may play the Long Course.
4. "C" Caddies may play the Short Course.
5. Total number of Caddies allowed to play per day is eight (8).
6. All Caddies must sign up with the Caddie Master after their round the day of.
7. You must caddie the day that you would like to play excluding Monday.

All Caddies must follow club Rules and Etiquette. Any breach of club rules will result in a suspension or cancellation of playing privileges.

Procedures when Playing Golf:

- When arriving at the golf club, please check in at the Golf shop.
- If given permission from the Golf shop, Caddies may use the putting green
- Golf shop will determine what course is available for play for the "A" and "B" Caddie
- Caddies may purchase items from the half-way house during the round •
Caddies are not permitted in the Clubhouse or on the Driving Range.

The Annual Caddie Tournament

The Annual Caddie Tournament is scheduled for play on a Sunday in late August the official date is still to be determined. Tee times will start at 2:30 p.m. and only caddies that have accumulated **30 or more rounds** by the specified date will be allowed to sign up. Please watch for e-blasts, website postings and notice boards for further

details and sign-up. It is guaranteed to be a great day with plenty of prizes, longest drive, closest to the hole, most honest golfer, as well as, the “Caddie Golfer of the Year” awarded.

The Annual Caddie Banquet

At the completion of each golfing season, the Hamilton Golf and Country Club hosts the Annual Caddie Banquet. This banquet is provided to the Caddies who have reached Forty (40) or more caddie rounds for the 2018 golfing season. At the dinner the caddies will be recognized by the club for their hard work and dedication to the members of the Hamilton Golf and Country Club.

The “Caddie of the Year” will be announced, as well as, the Caddie of the Year from each of our four categories “AA”, “A”, “B”, and “C” rankings. These awards are based on the following: Point System, Enthusiasm, Member Rating and Remarks, and Attendance.

Caddie of the Month Awards for each category will be announced, as well as, the results of our Caddie Tournament including Tournament Champion, longest drive winner, closest to the hole winner and the most honest golfer. At the end of the Caddie Banquet, the caddies will receive their Caddie Bonus cheques.

Member Tournaments & Club Championship

Throughout the year the golf club hosts tournaments for our members to enjoy. These tournaments usually run on weekends and are very popular days for our caddies. Not all tournaments will require caddies as some tournaments will be carts only. The Caddie Master will send out an e-blast of the tournament schedule for the year and an approximate number of caddies needed for each tournament. A week prior to each tournament, the Caddie Master will send out a sign up via email and from there caddies are welcome to sign up again, on a first come first serve basis. Caddies should do their best to be made available for each of the tournaments.

The Club Championship is the biggest and most competitive tournament of the year. This is the most popular tournament for our caddie program and therefore our caddies will be in high demand. For all of the caddies that will partake in this tournament it is a MUST that all caddies attend the training session that will be held a few days before the Club Championship. The training date at this point is yet to be determined.

Members Commitment and Expectations

The members of the Hamilton Golf and Country Club understand that the caddie program consists of young men and women ranging in ages from 12 to 17. Part of the commitment from the club is to educate, train, and introduce the game of golf to our communities' youth. The club is fully aware of this commitment and will provide professional training, on time payment for caddying, and a safe work environment.

Of course the caddies perform a service to the members of the club as well. It is expected that the caddies abide by the club rules and etiquette spelled out in the caddie manual. Each member has his or her own special requests or duties to be performed by their caddie. Please make every effort to communicate with your golfer what is expected of you each and every time you caddie. The more you do to help your golfer enjoy their round of golf the better rating you will receive.



The Hamilton Golf and Country Club Limited

Contact Information

Caddie Master

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Caddie Agreement Form

Please visit CADDIE PROGRAM page on the Hamilton Golf & Country Club website to complete the caddie agreement.

www.hgcc.ca