

Minnehaha Country Club

Policy Interpretation Statement

Membership Policy #32

As a member of Minnehaha Country Club, each of us and our guests can and should expect to receive an exceptional level of service in all areas of our Club. We are also afforded a base-level of services and amenities throughout our Club, the awareness of which is not always prevalent throughout our membership. As a matter of education to the membership, we offer the following as a clarification and interpretation of the below Club policy.

Membership Policy #32 – MCC employees hired in the Bag Room and as Parking, Locker Room and Coat Check Attendants are available to provide services to members and guests. It is the policy of your club to allow tipping in these areas if the employee performance is above and beyond your expectations.

CORE FUNCTIONS AND RESPONSIBILITIES (with more detail within job description):

Bag Room Attendants:

- Preparing members' and guests' clubs for rounds of golf in accordance with Member and Guest Profiles
- Loading and unloading of members and guests golf bags on carts
- Cleaning of golf clubs after golf and after members have left the staging area
- Offering score card collection for score recording of members' scores
- Tending to members and guests needs on the Golf Practice Range as applicable

Parking Attendants:

- Parking and retrieving members' and guests' vehicles when appropriate
- Opening entry doors for members and guests when possible
- Offering to transport guests' golf clubs to Golf Shop
- Offering guests outside golf cart transportation to lower Golf Shop or Locker Room

Locker Room Attendants:

- Being available during regular hours for locker room services for members and guests
- Providing shoe cleaning and shoe shining services for members' golf shoes
- Providing shoe shining services for members' casual or dress shoes left on attendant stand or on locker room floor during times when members are out on the golf course
- Providing clean towels to members and guests for shower facilities

Coat Check Attendants:

- At certain peak times, collect, hang and retrieve coats for members and guests

SUGGESTED POLICY INTERPRETATION:

In the event that any member of the MCC staff performs any of the services listed above at a level above and beyond a member's expectations, tipping of that staff member is allowed. However, at no time should a member feel obligated to tip any staff member, nor should any staff member expect a tip, for performing these core functions of his or her position as outlined above or as detailed within the MCC job descriptions of such positions.