

# Caddie Operations Manual



# **WELCOME!**

Dear Potential Caddies (and Parents),

On behalf of management, employees, and members of Ozaukee Country Club, we are delighted that you are considering becoming a caddie (or allowing your child to do so). Our caddie program is a tremendous source of pride for our Club which is due to the dedication and services of each of our caddies, golf staff, and members over the years.

Our goal for our caddie program over the years is simple: to provide the best training and opportunities for each caddie as well as provide the most enjoyable golf experience for our membership. As a young adult in Ozaukee's structured program, you will be working within a positive team environment where you will learn:

- To strive for excellence as a caddie while learning valuable skills for future employment
- To understand the importance of a strong work ethic and the value of earning money
- Learn to successfully interact with peers, caddie leaders, and our membership
- Courtesy and partnership at an early age that will strengthen your personal character skills
- To become part of a program that directly rewards self motivation, hard work, and determination.

During the golf season, our Honor caddies, golf staff and myself will work together to train you on proper course etiquette, tips on improving your techniques in order to become a stronger caddie, and to receive encouragement and feedback throughout the entire year. My objective is to make your experience as a caddie a very positive one now and in future years as you build skills that will benefit you for years to come.

We hope that you will consider Ozaukee's caddie program. In this portion of our manual as well as our website, you will find information to get started; benefits afforded to you as a caddie, and expected requirements.

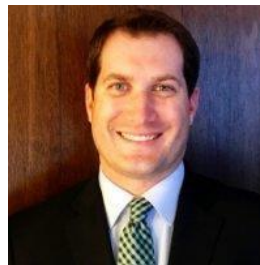
Thank you for your interest. If you have any questions, please call me at 262-339-1951, or email me at [caddiemasterozaukeecc@gmail.com](mailto:caddiemasterozaukeecc@gmail.com).

Sincerely,

Brian Veenendaal  
Caddie Manager



Jason Rasmussen  
PGA Golf Professional



## **OBJECTIVES OF THE PROGRAM**

1. At Ozaukee Country Club, our primary objective is to provide a high quality caddie service to our membership. In addition to carrying golf bags, caddies perform such duties as tending the pin, raking bunkers, watching golf balls to lead your golfer to their ball, replacing divots, and a variety of other tasks to make each round as enjoyable as possible. More experienced or honor caddies will assist golfers with information on yardage, breakage of the green, and helpful information during play of a particular hole.
2. The membership provides a service to caddies as well.
  - By employing caddies, members give a summer job to young people.
  - Caddies can learn the values of courtesy and sportsmanship at an early age.
  - Caddies are provided an opportunity to develop their character
  - Caddying provides young people with an opportunity that directly rewards self-motivation, determination, and hard work.
  - These and other qualities can help caddies to become candidates for the Evans Scholarship. This is a national scholarship which pays for four full years of college at several major universities around the United States.

## **BENEFITS OF THE PROGRAM**

1. Caddies have the opportunity to:
  - Earn money at an early age.
  - Develop personal character skills.
  - Play golf on Monday's depending on Ozaukee's summer schedule.
  - Earn privileges and benefits through demonstrating the desire to work even if a caddie position is unavailable.
  - Participate in an end of the year Caddie Banquet.
2. Caddies improve the condition of the course by reducing wear and tear by motorized carts.
3. Through a variety of activities, caddies substantially increase the speed of play, especially with players unfamiliar to the course.
4. Caddies are a source of future club employees.
5. College Scholarships: Ozaukee Country Club's caddies, who have an outstanding performance record for at least 2 years, are eligible to apply for an Evans Scholarship sponsored by the Western Golf Association. Over the years, the Club has successfully sponsored 36 caddies for scholarships. Further details can be found on the Western Golf Association website [www.wgaesf.org](http://www.wgaesf.org).

Below are comments from recent Evan's Scholarship Recipients:

*"I am glad that the members of Ozaukee Country Club believed in the importance of a strong caddie program, which is where I began to mature as a person and become who I am today."*

Tyler Lyons  
Ozaukee Country Club Evans Scholar  
University of Minnesota

*"I would like to thank all of the members and employees of Ozaukee Country Club, who have gone out of their way on numerous occasions to give me encouragement, valuable advice, and whatever help I needed.....I realized more and more how lucky I have been to be surrounded by such knowledgeable and kind people who have offered me insight on careers and life that I otherwise would not be fortunate to have ...."*

Liz Curley  
Ozaukee Country Club Evans Scholar  
University of Wisconsin

## How to sign up to caddie

As a caddie your employment may vary based on the weather, member's needs, and your availability. In order to maximize your time, it is important that you sign up on the Ozaukee Country Club caddie page. Using the online program ForeTees, you will be provided a username and password that allows you to sign up for upcoming dates and times that you are available for. This allows our team to contact caddies by text, phone, or email during the week for possible jobs. Once a member requests a caddie, you will receive a text to confirm a caddie assignment. In order to accept the job, you will need to do so through the text or email you receive. Please remember that several caddies are vying for the same job, so making sure you sign up and promptly accept a caddie opportunity is vital for you to help ensure you getting out. If your schedule changes during the week, please go back into ForeTees and change your schedule. On the weekends, the caddie schedule will be typically be posted online by 7:00 p.m. the night before (as time allows) with each caddie time and the member you will be caddying for. Please arrive one hour prior to your scheduled tee-off time. Please note there will be caddies that will not be assigned a member but will be on hand for members who do not previously sign up but would like a caddie. If you are scheduled and do not get out I will be doing everything I can to make sure you get out the next time you sign up. Please be aware that if you are on the schedule, you are required to caddy. If you do not show up for your assigned time, you may be reprimanded and the appropriate measures be taken to ensure that this does not happen again as it is critical you arrive for your job!

## Caddie Duties and Responsibilities

- Be on time for your round. You must arrive 1 hour before your scheduled tee time.
- Meet your player at the putting green, having their golf bag prepared and ready for your round.
- Always keep up with your player, striving to stay ahead in order to prepare for their shot.
- On several holes, you must run ahead of your group to mark the member's golf balls.
- Lead the player to where the ball lies. You may be asked to place a flag by your player's ball.
- Learn on-course signals to speed up play for members:
  - Signals include marking the ball on tee shots – safe sign for a tee shot in the fairway; point out of bounds when shot goes out of bounds, and other signals to speed up play.
- Know the player's distance to the green on most shots.
- Replace all divots with the player's divot (grass) or golf seed mix on the fairway.
- Rake all bunkers properly after a player finishes their shot and rake up any tracks made.
- Repair ball marks on the putting greens as well as tending the flag stick.
- Keep the player's equipment clean.
- Be courteous to players and fellow caddies.
- Come prepared with a large white towel. **If you forget one you may rent one for \$1.00.**
- **Wear appropriate attire (Khaki pants/shorts, collared white shirt, and caddie bib. No Jeans or cargo shorts are allowed. NO EXCEPTIONS).**
- Wear an appropriate hat if you so choose.
- Learn basic golf rules and exhibit proper golf etiquette.
- Absolutely no littering on the golf course.
- **The Caddie Yard must be clean, your bibs will be hung, and your appearance will meet expectations, or loss of various privileges including golf will occur.**

**Below is a chart containing the most important times caddies are needed throughout a typical week**

<b>Sunday</b>	<b>6:30 – 10:00 a.m. afternoon as needed</b>
<b>Monday</b>	<b>Caddie Golf after 1:00P.M. When dates allow. Please text or check the Ozaukee website to see if golf will be available each Monday</b>
<b>Tuesday</b>	<b>11:00 –3:00 P.M. Afternoon as needed</b>
<b>Wednesday</b>	<b>7:30 – 9:30 a.m. Various times as needed</b>
<b>Thursday</b>	<b>11:00 – 4:00 P.M. Various times As needed</b>
<b>Friday</b>	<b>9:00 – 4:00P.M. Various times As needed</b>
<b>Saturday</b>	<b>6:30 a.m. – 3:00 p.m. afternoon as needed</b>

**COMMITMENT**

An Ozaukee Country Club caddie needs to be dependable and committed to his/her caddie employment. A caddie's primary function is to perform a service to the golfing member. The Golf Staff will hire, teach, and employ only reliable candidates. Caddies in all classifications are expected to sign up to caddie a minimum of 3 days per week, including weekends and Tuesday's for junior golf. I do understand that other commitments, family vacations, and sports may conflict with caddying duties, so please talk to me in advance so I can work with you on your schedule. During your time as a caddie, you will also be expected to be visible to the membership by performing various duties including cleaning clubs at the range even though you may not receive a caddie opportunity, helping our staff set out clubs for member play, and various tasks that will continue to improve our commitment to our members.

**CADDIE ATTIRE**

As you begin as a caddie at Ozaukee Country Club, each caddie will be required to wear a white polo shirt and khaki shorts or pants. You can purchase a white polo shirt at Kohl's or any local store, but please ensure that it does not have any designs on it. Your white polo shirt will be worn under our Ozaukee caddie bib, part of your caddie attire, that will help each caddie and provide pockets to hold the supplies necessary to make your round successful.

If you choose to wear a hat, you will be required to purchase a hat through Ozaukee Country Club as it is part of your uniform. This hat will also serve two purposes: to signify unity as a group and protecting you from the weather. Please make sure you wear it for each round. Hats are \$10.00 and can be paid for by paying cash to any of the professional staff members.

For shoes, you may wear what is most comfortable for you. If you do wear golf shoes, please remember to make sure your spikes are acceptable at Ozaukee along with picking up your feet up while you are on the green in order to not create scuff marks. If you wear other comfortable shoes, my best suggestion is to waterproof your shoes! You will thank me on wet days.

## CADDIE RULES & EXPECTATIONS

1. Caddies are not permitted on club property any time before 6:30 a.m. unless requested to come earlier by the Caddie Manager and Golf Staff.
2. **Caddies must remain in the caddie yard until they are assigned a job. Once assigned, please go to the bag room to find your members golf bag and bring it down to the putting range. If a job is not assigned, please check in with the Caddie Manager or Golf Staff for various tasks to help our program continue to meet the high level of success we have been able to achieve.**
3. **Caddies are not allowed in the clubhouse, bag room, or Golf Shop at any time for any reason.**
4. Caddies are not allowed to smoke at any time while they are on the club grounds.
5. **Caddies may not drive or ride on a cart for any reason, unless notified by the Caddie Manager.**
6. Caddies must present a neat, clean appearance at all times when on club grounds. This includes while playing golf on Mondays. Slacks or pressed khaki shorts, white shirts, tennis shoes, and caddie bib will be worn when caddying. **Absolutely no jeans, cargo shorts, or cargo pants.**
7. **Caddies are not allowed to purchase any items from the Turn, a member's only restaurant, unless approved by the Caddie Manager or Golf Staff.**
8. Any caddie caught destroying or damaging club property in any way will be held responsible and be required to pay for any damages that occur.
9. Caddies should never order more than a soft drink and/or candy bar while stopping at the turn unless the member offers to do so.
10. Every caddie must come prepared:
  - **Bring a towel to clean clubs. If you forget a towel, you must rent a towel for \$1.00.**
  - Wear your caddie bib at all times while caddying.
  - Dress according to rules set by Caddie Manager and Golf Shop.
11. In order to be allowed to golf on Monday's caddies will need to be available to caddie at least 3 days during the prior week. (See Monday golf privileges)
12. The Caddie Phone line is **262-339-1951**. You may also email the Caddie Manager at [caddiemasterozaukeec@gmail.com](mailto:caddiemasterozaukeec@gmail.com). This is the only email, phone number to text number to contact regarding Caddie information.

### Caddie Leadership Program

In order to continue to build our caddie program and help establish successful, motivated caddies, we will have implemented the Caddie Leadership Program. Before a new caddie goes out on their own for the first time, they will shadow an Honor or AA caddie to help provide guidance through their round. With each rank comes new responsibilities such as instructing each new B caddy where to stand during each shot, reminders of proper techniques throughout the round, and overall instruction to continue and build the Ozaukee Caddie program into the best it can be. With strong leadership provided by the Caddie Manager, Golf Staff, and our caddie leaders, we will continue to provide an excellent service for all of our membership.

### Caddie Rank Classifications

Each individual that goes through our training program will learn the basics of what it takes to be a successful caddie at Ozaukee Country Club. We want each caddie in our program to become a respected, well-prepared caddie by observing Honor caddies, listening to our members instructions, and attending training opportunities. Below is a breakdown of each level of our caddie program:

\*Please note that each caddie is moved to a new level based on the Caddie Manager's, Ozaukee golf staff, and member recommendations. A caddie can move up quickly based on meeting the standards below.

**B Caddie:** All new caddies start out as a B. All caddies who have yet to meet the requirements to be promoted to an A caddie will remain a B caddie. A B caddie should:

- Know the course and provide assistance to the member throughout their round
- Stand at the correct spots around the course
- Rank bunkers, clean clubs, and attend to the members needs
- Demonstrate the desire to become an A caddie
- Provide correct yardage for the member
- Be available for on-site caddie jobs whenever assigned

**A Caddie:** A caddies must meet the above requirements along with the following expectations:

- Properly repair divots on the course and especially on the green
- Be able to assist other golfers in your group with tasks such as raking bunkers along with providing assistance for your member
- Begin to navigate your member through the round, providing tips on which club to use, where to aim an approach shot at the green, and helpful hints throughout their round
- Fore Caddie on holes that are required

**AA Caddie:** AA caddies must meet the above requirements along with the following expectations:

- Continue to develop golf etiquette that shows you are attentive to your members needs as well as build a rapport with your member
- Being to provide your member with around the green tips including where to land a ball from off the green to best assist your member and read their putts properly
- Members inquire to have you caddie for them for future rounds
- Understand how to properly cart caddie for a member's round
- Work as a team with caddies in your group and assist in training caddies throughout the round

**Honor Caddie:** Honor caddies must meet the above requirements along with the following expectations:

- Always navigate a member through the rounds correctly selecting the correct club, provide knowledgeable guidance on shots to take throughout the round, and successfully read putts for your member
- Demonstrate the ability to take a leadership role among the caddies in your group
- Train caddies when available throughout the year

\*Caddies may drop a rank if they do not meet the caddie rank expectations at any time.

### Golf Privileges

Caddies who are active and committed to the Ozaukee Caddie Program are given the *privilege* to golf at Ozaukee CC. This is possibly the greatest incentive and privilege given to caddies at Ozaukee CC. A caddie is given the opportunity to play golf on Monday after 1:00 p.m., no exceptions unless by our general manager or head professional, provided you have met the following requirements:

- Receive a playing pass from the Caddie Manager or his assistant.
- Proper dress code is required (**collared shirt – no jeans – no metal spikes**).
- Each caddie must have their own bag of clubs.
- Exhibit proper golf etiquette at all time while playing.
- If golfing on a Monday, please invite members to play through at all times.

## CADDIE TRAINING DATES

The Ozaukee Country Club Caddie season begins with the opening of the course in April, weather permitting, until the closing of the course sometime in late fall. Caddie training starts in early April (weather permitting), and ends the last Saturday in May or early June. Exact dates and times are as follows:

<b>Wednesday 4:15 P.M. – 5:30 P.M.</b>	<b>Saturday 3:00 P.M. – 5:00 P.M.</b>
<b>April 17<sup>th</sup></b>	<b>April 20<sup>th</sup> ***</b>
<b>April 24<sup>th</sup></b>	<b>April 27<sup>th</sup></b>
<b>May 1<sup>st</sup></b>	<b>May 4<sup>th</sup> ***</b>
<b>May 8<sup>th</sup></b>	<b>May 11<sup>th</sup></b>
<b>May 15<sup>th</sup></b>	<b>May 18<sup>th</sup> ***</b>
<b>May 22<sup>nd</sup></b>	<b>June 1<sup>st</sup> ***</b>

**\*Please note that the times and dates may vary. If there is inclement weather, please call the golf shop at 262-242-3710 find out if training will take place that day.**

**\*\*\* Denotes a caddie/parent meeting which immediately follows the on-course lesson. The Meeting is about 15 minutes long. Parents, please attend 1 meeting as I will answer questions that you may not have answered regarding your child and caddying at Ozaukee Country Club.**

**The number of caddie training sessions needed prior to getting a becoming a caddie is as follows:**

**First Time Caddies – 3 TRAINING SESSIONS ON THE GOLF COURSE AND A CADDIE-PARENT MEETING WILL BE REQUIRED.**

**B, A, AA, and Honor Caddies – NO LESSONS UNLESS ASKED BY THE CADDIE MANAGER**

### Training Opportunities

In order to continue to build our caddie program and help establish successful, motivated caddies, Ozaukee has implemented the Caddie Leadership Program. Before a new caddie goes out on his/her own for the first time, he/she will shadow an Honor or AA caddie to help provide guidance through his/her round. With each rank comes a responsibility such as instructing new B caddies where to stand at each shot, reminders of proper techniques throughout the round, and overall instruction to continue to build our program into the best it can be. Training dates will vary throughout the summer and will be posted on the caddie website.



**The minimum age to caddie at Ozaukee Country Club is 13.**

**CADDIE RATES**

<b>HONOR CADDIE</b>	<b>\$35.00 + TIP</b>
<b>AA CADDIE</b>	<b>\$30.00 + TIP</b>
<b>A CADDIE</b>	<b>\$28.00 + TIP</b>
<b>B CADDIE</b>	<b>\$25.00 + TIP</b>
<b>FORE CADDIE</b>	<b>\$20 per bag</b>

*Important Summer Dates to Remember*

**The “OZ”**

**This years’ “OZ” will be held July 18<sup>th</sup>-July 20<sup>th</sup>**

**Virtually every caddie will be needed for this event, so being available will be greatly appreciated.**

**Please check the caddie webpage for other important dates for tournaments.**

\*Caddie Cook-Out/Banquet will take place in August. The afternoon consists of a cook out, parent/caddie tournament, prizes and awards, as it is a great way to end the year before school begins.

**Monday Playing Privileges Dates**

**\*Note Course opens at 1:00 p.m. on each of these dates – CADDIES AND STAFF ARE NOT ALLOWED TO PLAY BEFORE THIS TIME!!!**

Dates will vary based on Ozaukee Country Club Outings and tournaments. Please call Brian at 262-339-1951 if you would like to see if golf is available on the Monday in question.

Ozaukee Country Club  
10823 N. River Road 43W  
Mequon, WI 53092  
262-242-3710

In order to participate as a caddie at Ozaukee Country Club, each caddie and parent/guardian must fill out the following form. **Please refrain from calling the Golf Shop or the Caddie Manager to find a caddie job for your child.** We are trying to establish responsibility and ownership for each of our caddies. The caddies will develop a routine by signing up on ForeTees, calling, or texting the Caddie Manager **only** for opportunities that we will provide to the best of the Caddie Manager's and Golf Staff's ability. The Caddie Manager's phone number is 262-339-1951 and the email address is [caddiemasterozaukeecc@gmail.com](mailto:caddiemasterozaukeecc@gmail.com).

### Ozaukee Country Club Caddie Program

Caddie Name \_\_\_\_\_

Date \_\_\_\_\_

#### Parent/Guardian Contact Information

Name \_\_\_\_\_

Phone Number #1 \_\_\_\_\_

Phone Number #2 (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ WI \_\_\_\_\_ Zip \_\_\_\_\_

Email Address \_\_\_\_\_

#### Parent/Guardian Contact #2 Information (if applicable)

Name \_\_\_\_\_

Phone Number #1 \_\_\_\_\_

Phone Number #2 (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ WI \_\_\_\_\_ Zip \_\_\_\_\_

Email Address \_\_\_\_\_

Caddie's Email \_\_\_\_\_

Child's Age \_\_\_\_\_

Any allergies, medical conditions, or general concerns OCC should be made aware of regarding your child:

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I understand that as a caddie at Ozaukee Country Club, I must adhere to the rules and regulations that have been established by the Caddie Manager and Golf Staff. I will honor these rules and regulations, and understand that if I do not, I can lose my rank and privileges as a Caddie.

Caddie's Signature \_\_\_\_\_

I understand that as a parent I will adhere to calling the Caddie Master only if a question or concern arises. I permit my child to be a caddie and the responsibilities that come with this role at Ozaukee CC.

Parent Signature \_\_\_\_\_