

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 is simple: to provide the best training and opportunities for each caddie as well as provide the most enjoyable golf experience for our membership. Each caddie will be working within a positive team environment where they 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
- To successfully develop the ability to interact with peers, caddie leaders, and our membership
- To create opportunities where you 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 a variety of 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.

Sincerely,

Brian Veenendaal
Caddie Manager



Jason Rasmussen
PGA Golf Professional



A BRIEF OVERVIEW OF OZAUKEE COUNTRY CLUB'S PANDEMIC GUIDELINES

As we enter into a new phase of history due to recent Global Pandemics such as COVID-19, there is one thing that will remain CERTAIN, the safety of our caddies and golfers. In order to ensure that, it is my belief that Ozaukee Country Club will always follow the guidelines required of our club.

In order to continue our safety protocols, masks will be worn prior to your round. On the tee box, you may ask the members in your group if they prefer you to wear a mask or if it's acceptable to keep it off. Positive changes in this pandemic continue to remind us that there is a light at the end of the tunnel, and in order to reach our goal, each guideline **MUST BE ADHERED TO FOR THE SAFETY OF EVERYONE!**

*** After you have read the information, it is MANDATORY that you fill out Ozaukee Country Club Caddie Agreement form that acknowledges your understanding to adhere to our Pandemic Guidelines.

OBJECTIVES OF OUR PROGRAM

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.

MEMBERSHIP RESPONSIBILITIES TO OUR CADDIES

- By employing caddies, members give a summer job to young people.
- Caddies will 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 their 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

- 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.
 - Gain work habits by demonstrating the desire to work even if a caddie position is unavailable.
- Caddies improve the condition of the course by reducing wear and tear by motorized carts.
- Through a variety of activities, caddies substantially increase the speed of play, especially with players unfamiliar to the course.
- Caddies are a source of future club employees.
- 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 37 caddies for scholarships. Further details can be found on the Western Golf Association website www.wgaesf.org.

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 will allow 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, a team member will notify you for an opportunity to caddie through text directly from ForeTees to confirm a caddie assignment. In order to accept the job, you will need to do so through the text or email you receive. It is very important that you always keep your phone number and information current on your Foretees page or you will not receive any texts. 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 ensure you getting out. If your schedule changes during the week, you can go back into ForeTees and change your schedule.

On the weekends, the caddie schedule will be typically be completed 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. In order to ensure a member receives a caddie, there will always be 2-3 onsite caddies to fill those opportunities. If you are not assigned a member the evening before, your role of being an on-site caddie is critical to the continued success of our program. If you are scheduled and do not get a job, 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 ASSIGNMENT/ARRIVAL PROCEDURES

*Please be aware that these procedures have been created to ensure everyone's well-being and will be re-evaluated by Ozaukee Country Club management new guidelines occur.

- a.** Caddies will sign up through Foretees, texting, phone calls, or various technology resources to confirm availability. In the Spring and Fall, it is vital that you sign up using Foretees in order for our golf staff to assign jobs.
- b.** Your health is very important! If you do not feel well, please do not come in to caddie. Contact me as soon as possible so arrangements can be made to fill your position.
- c.** Our dress code must be followed: a white collared polo shirt and khaki bottoms. If you are not dressed properly, you will be asked to leave or purchase the items you forgot to wear. Please note that cargo shorts are not allowed.
- d.** Arrival will be 45 minutes prior to your loop. Do not gather in the caddie yard or in any other area before your designated loop. Once you come to the bagroom, find your members golf bag and bring it down to the black top area located in front of the putting green. At the putting green, keep a safe distance from the nearest caddie.
- e.** Caddies are allowed to accompany their member down to the practice range.
- f.** As mask restrictions continually change, I will keep you informed on what our current status will be throughout our caddie season.
- g.** Caddies will continue to use only the restrooms that have been designated and wash their hands thoroughly after doing so. No caddie will be allowed inside The Turn.

On-Course Member-Caddie Expectations

**Please see above for an understanding of what the asterisks stand for.*

- a. Prior to the round, a member may communicate to the caddie manager, golf professionals, or through Foretees any specific requests of the caddie interaction in respects to Covid-19. Any staff member will pass that information along to the caddie.
- b. Please have the caddie supplies needed prior to your round which will included a sand bottle, forecaddie flags, a divot repair tool, and any other items needed for your round.
- c. Caddies will meet their members in front of the putting green. Introduce yourself and ask 2 questions to your member:
 1. Throughout this round, will you or any member of your group prefer that I wear my mask throughout the round?
 2. Would you prefer to have your clubs passed to you by towel or hand to hand?
- d. After your introduction, your member will either have you accompany them down to the practice range to assist them or ask you to join them on the 1st tee at their tee time.
- e. In order to maintain social distancing, only 2 caddies may be on either side of the tee box throughout the round.
- f. At the tee box, ask your member to show you their golf ball. This will allow you to know the company, number, and markings of the golf ball for spotting their ball during the round.
- g. One or more caddie's MUST forecaddie each hole to expediate the pace of play. During your training you will learn how to use flags in order to mark your members golf ball.
- h. Learn on-course signals to speed up play for members which will allow you to mark each player's tee shot. The signals are: field goal: tee shot in fairway, safe sign: playable in the rough, point out of bounds: point the direction it's going out of bounce, pointing straight down: tee shot went into the sand or water.
- i. Caddies may only use their personal range finder throughout the round. If you do not have a range finder, you must walk off the distance from sprinkler heads or distance plates located in the fairway.
- j. Caddies will rake bunkers, fix all divots and pitch marks, and tend the flag stick throughout the round.
- k. When carrying a member's golf bag, a caddie should always walk a distance greater than 10 feet from his or her member, guiding them to the location of their previous golf shot.
- l. When a caddie approaches a member's golf ball, set the bag accordingly to allow for your member to select their club. Once the club is selected, back away 6 feet in order to maintain a safe distance.
- m. The Caddie Yard must be clean, your bibs brought home, your appearance must meet expectations. If the caddie yard is unkept, loss of various privileges including Monday golf will occur.
- n. Caddies are not allowed to smoke, drink, or partake in any time inappropriate activities on club grounds. We have a ZERO TOLERANCE in this area.
- o. Caddies may not drive or ride on a cart for any reason, unless notified by the Caddie Manager.
- p. Bring a towel to clean clubs. If you forget a towel, you must rent a towel for \$1.00.
- q. Wear your caddie bib at all times while caddying.
- r. Caddies are to respect the requests of the Caddie Manager, Head Golf Professional, Assistant Professional Staff and Bag Room Staff. Inability to follow directions from the management staff will not be tolerated.

Near the Green Expectation

- a. Caddies will have their towel to clean golf balls when requested.
- b. Caddies will fix ball marks and account for each club after each hole.
- c. Caddies may read greens for their member if their caddie rank demonstrates this skillset. If the member prefers, the caddie will go to the following hole to forecaddie.

After-Round Procedures

- a. After the round ensure all clubs are accounted for and bring the golf bag to the bagroom or to the out rack per member request as bags will be cleaned by our bagroom staff.
- b. Payment for your round will be by Venmo or cash paid out by the member. If you do not currently use electronic payments, consider using Venmo or other electronic forms of payment when possible. Please ask your parents if this option is suitable. Golf staff will assist in electronic payment and facilitate member charges for caddie fees if necessary.
- c. Any comments, positive or negative, will be emailed or discussed with the Caddie Manager. The Professional Staff will pass along any comments to the Caddie Manager.
- d. Once your round is complete, please continue to follow your “after round” expectations of having the clubs cleaned prior to returning them to the bagroom or out rack, fill up any sand bottles after your round.

CADDIE BIB PURCHASE

As we begin a new year, we are introducing a new way that each caddie will receive their bib. **You will purchase your caddie bib in order to create responsibility for the care and cleaning of your bib. The cost of each bib will be \$50.** This fee will be refunded to you once you return your bib when your career as a caddie has come to an end. Each bib has a pocket slot in front for you to place your laminated name plate and we will provide you with your first name plate. Each time you caddie you must have your name plate. If you do not have your name plate, you must pay a replacement fee of \$5.00 payable before your round. We believe that this will ensure each bib will be well taken care of because after each round you will take it home.

CADDIE ATTIRE

We want to ensure that our team of caddies are a unified team. In order to create the common theme at Ozaukee Country Club, you will be required to wear a white polo shirt and a khaki bottom. 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 which will help you by providing pockets to hold the supplies necessary to make your round successful. You are always allowed to wear extra clothes on top of your white polo to protect you from the elements. **If you choose to wear a hat you must purchase one for \$15 at Ozaukee so we are all unified.**

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 for our course. Remember to pick up your feet up while 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.

Below is a chart containing our key times that caddies are needed throughout a typical week

Sunday	6:30 – 10:00 a.m. Afternoon as needed
Monday	Caddie Golf after 1:00 p.m. when dates allow. Please check the Monday outings listed in this manual for dates that the course is closed.
Tuesday (Jr. Golf)	11:00 –3:00 p.m. Afternoon as needed
Wednesday (Ladies Day)	7:30 – 9:30 a.m. Various times as needed
Thursday (Men’s Day)	11:00 – 4:00 p.m. Various times as needed
Friday	9:00 – 4:00 p.m. Various times as needed
Saturday	6:30 a.m. – 12:00 p.m. Afternoon as needed

Attributes of our caddies at Ozaukee Country Club

Commitment

An Ozaukee Country Club caddie must to be dependable and committed to his/her caddie employment. A caddie's primary function is to perform their caddie duties to the golfing member. The Golf Staff will hire, teach, and employ only reliable candidates. Caddies in all ranks are expected to sign up to caddie a minimum of 3 days per week, including weekends. I do understand that other commitments, family vacations, and sports may conflict with your caddie duties, so please talk to me in advance so I can work with you on your schedule.

Caddie Leadership Program

In order to continue to build our caddie program and help establish successful, motivated caddies, we have implemented the Caddie Leadership Program which provides training for each new caddie as they go out for the first time. Each new caddie 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 Manager Contact Information

The Caddie Phone line is 262-339-1951. You may also email the Caddie Manager at caddiemasterozaukeecc@gmail.com. This is the only email, phone number to text, and number to call regarding caddie information. If you have any questions, please contact me for clarification

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 will be 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" caddie. 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:

- Learn the golf course in order to guide your 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:

- 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, yet ensuring you are focusing on 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
- Forecaddie on holes that are required

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

- Continue to develop golf etiquette that shows you are attentive to your members needs as well as building a rapport with the members in your group.
- Being to provide your member with around the green tips. This will include providing the best area to land a ball from off the green as well as begin to 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:

- 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
- Be a leader that is well-respected among your peers and our membership

*Please note that a caddie may drop in rank if they do not meet the caddie rank expectations at any time.

Caddie Golf Expectations

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. They must tee off of Hole #1 only with no exceptions unless by our general manager or head professional, provided you have met the following requirements:

- Check into the bagroom so our staff can monitor play on the course
- 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
- Please check prior to each Monday for availability to golf

***When playing golf on a Monday, please allow any member to play through at all times. Please note the course opens at 1:00 p.m. on available Monday's. NO CADDIE AND STAFF ARE NOT ALLOWED TO PLAY BEFORE THIS TIME!** You must tee off of Hole 1 every Monday.

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:

Wednesday 4:15 P.M. – 5:30 P.M.	Saturday 3:00 P.M. – 5:00 P.M.
April 21st	April 17th
April 28th	May 1st ***
May 5th	May 8th ***
May 12th	May 15th
May 19th	May 22 nd ***

*** Denotes dates set aside for parents to attend our caddie/parent meeting. This will immediately follow the on-course caddie training. The meeting will last about 15 minutes and one parent must attend 1 meeting in order for me to go through caddie expectations as well as answer questions that may not have been addressed regarding your child caddying at Ozaukee Country Club. During this time, I will also talk about the Evans Scholarship and the various expectations needed to apply for this prestigious scholarship.

Please note that the times and dates may vary. If there is inclement weather, please contact myself at 262-339-1951 or the golf shop at 262- 242-3710 to find out if training will still take place. The number of caddie training sessions needed prior to getting a becoming a caddie is as follows:

First Time Caddies – 3 on-course training sessions and a parent attending 1 caddie-parent meeting is required.

Returning Caddies – No lessons are required unless specifically asked by the Caddie Manager

In-Season training opportunities

In order to continually build our caddie program and help develop 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 during your first 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.

There will also be training dates throughout the summer (usually Thursday and Friday mornings) where beginner caddies can continue to build their confidence by caddying for Honor caddies. Our Honor caddies will play as a member in order to create an opportunity for beginner caddies to gain first-hand knowledge from some of our best caddies.

The minimum age to caddie at Ozaukee Country Club is 12. The Caddie Manager has the right to ensure each caddie is ready based on caddie requirements and not age.

Caddie Pay Rate

CADDIE RATES

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

Important Caddie Dates to Remember

July 15th-July 17th – Ozaukee Country Club's Member-Guest Outing "The OZ"
Please ensure your availability for this outstanding event!

May 15 – Men's Spring Step - Aside Scramble

June 28 – Men's Horse Race

August 1 – Caddie / Member 9 Hole Social Golf Event (more to follow)

August 5 – Men's Member/Member Day 1

August 7 – Men's Member/Member Day 2

August 26 – Men's Pow Wow

Caddie Banquet – Date to be determined

Monday Outings for the 2021 Golf Year (No caddie golf)

Monday, June 7 – Prevent Blindness

Monday, July 26 – Zoological Society

Monday, August 9 – Breast Cancer Golf

Monday, August 16 – Dominican Golf

Monday, August 23 – Guest House Golf

Monday, September, 27 – WPGA Pro-Assistant Tournament

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

OZAUKEE COUNTRY CLUB CADDIE AGREEMENT FORM

In order to participate as a caddie at Ozaukee Country Club, each caddie and parent/guardian must fill out the following document that ensures your understanding of the new guidelines in place due to COVID-19. Along with Covid-19 guidelines, parents, please refrain from calling the Golf Shop or the Caddie Manager to find a caddie job for your child. As we are establishing 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 and each job will be filled by the Caddie Manager and Golf Staff. The Caddie Manager's phone number is 262-339-1951 and the email address is caddiemasterozaukeecc@gmail.com.

Caddie Name _____ Date _____

Caddie's Email _____ Child's Age (If under 18) _____

Parent or Caddie Current Information

Name _____

Cell Phone Number _____

Home Phone Number (if applicable) _____

Address _____

City _____ State _____ Zip _____

Email Address _____

Parent/Guardian Contact #2 Information (if applicable)

Name _____

Cell Phone Number _____

Home Phone Number (if applicable) _____

Address _____

City _____

Email Address _____

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

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

Caddie's Signature _____

Parent Signature (If caddie is under 18) _____