



## Why work at Loch Lomond?

- 'It's friendly, cheerful and everyone is part of a team'
- 'It may lead to something bigger'
- 'Learn skills and understand what goes into the delivery of a 5 star experience'
- 'Learn to exceed your expectations and others'
- 'Great opportunity'
- 'Prestigious place to work in beautiful surroundings'
- 'Be a part of one of the best golf clubs in the world'
- 'Unique company allowing you to develop individually and professionally.'
- 'Experience something you wouldn't see anywhere else.'
- 'Genuine work experience within proper work environment.'
- 'Diverse business skills and opportunities'
- 'Excellent experience on CV'

### Food and Beverage

- Waiting staff, management, chefs, kitchen porter and store department
- Club Dining Rooms and Spike Bar at Rossdhu House
- Placement from April – October

Work within a team to gain experience at every level. Enjoy a food tasting of the food served in the restaurants!

### Maintenance

- Electrical, plumbing, telecommunications, sewage, and woodwork
- Anytime of year for this placement

Checks undertaken every morning and any faults logged and prioritised. Be part of a 1<sup>st</sup> class maintenance team. Work from both summer and winter schedules.

### Accounts

- Account for money from every department in the Club e.g. The Spa, Food & Beverage, and Golf Operations, etc.
- Learn how transactions are processed in each area
- Placement April – October

A chance to work in a busy accounts office and learn how to account for the Club's transactions.

### Reservations

- Full overview of the reservations department
- Good communication and organisational skills
- Anytime of year for placement

Making reservations on behalf of Members and guests for dinner, accommodation, The Spa and transport, interacting with every department. Shadow a member of staff and learn all about the reservations department, how to make a reservation and ensure you follow it through.



## Golf Operations

- Experience all areas of golf operations
- Plan in advance what your schedule will be and in what areas you will be working
- Placement only within April and October

Working within the locker room, caddie and retail (pro shop) areas to deliver a 1<sup>st</sup> class service within a golfing environment.

## Housekeeping

- Introduction to each department
- Participate in a team who have pride in their attention to detail
- Anytime of year for this placement

Shadow a member of staff and learn what is required to maintain the highest of standards in the housekeeping department, throughout all areas of the Club. Having respect for others while also being able to work on your own initiative.

## Front of House (Reception)

- Duties include providing good customer service at all times, check in procedures, answering calls, presenting bills, preparing cars for airport runs.
- Anytime of year for this placement

One of the first areas Members are welcomed, so you will learn excellent customer service skills and also get a tour of all the accommodation onsite.

## The Spa in the Walled Garden

- Welcome guests, book and confirm appointments, and customer services
- Anytime of year for this placement

Checking locker rooms are neat and tidy and ensuring guests are happy, are just part of the service within the Spa. Learn how much detail is required to make someone's experience a special one and to retain the Spa's reputation as a leader in the industry.

## Security

- Welcome people at gates/doors, chauffeur drive Members and transport staff around site
- April to October for this placement

Communicating via radio, allowing other staff members to prepare for the arrival of Members. Attending to security alarms e.g. fire and intruder. Good organisational skills required as mixing with Members and other staff.

## IT

- Overview of IT procedures within Golf Club for each department
- Anytime of year for this placement

Creating new users on system and network accounts. Learn how all systems are related and linked together. Working within a team in an office based environment.