

APPENDIX C

**UNLV PROFESSIONAL GOLF MANAGEMENT
JOINT AGREEMENT**

UNIVERSITY OF NEVADA, LAS VEGAS
WILLIAM F. HARRAH COLLEGE OF HOTEL ADMINISTRATION
DEPARTMENT OF RECREATION AND SPORT MANAGEMENT
PROFESSIONAL GOLF MANAGEMENT PROGRAM
4505 Maryland Parkway, Box 453035
Las Vegas, Nevada 89154-3035

AGENCY – INTERNSHIP EDUCATIONAL AGREEMENT *(Please print clearly)*

Student: _____

-AND-

(To be completed by Agency)

Facility Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____ Fax: _____

PGA Professional or On-site Supervisor: _____

Start Date: _____ End Date: _____

(Agency supervisors must notify the Internship Coordinator immediately if any changes are made to the Internship start date after submitting the Joint Agreement to the UNLV PGM program)

Work hours per week: _____ Pay range: _____

Major Duties Assigned: _____

Is housing provided?: Yes No

If yes, Please describe: _____

If no, will the facility help with housing arrangements?: Yes No

It is agreed that the UNLV PGM Student stated above will work toward obtaining the knowledge and experience of the PGA/PGM Work Experience Activities selected for a PGA/PGM Level _____ Internship. Due to the variation in settings, work assignments, internship level and academic credit, no single set of objectives can serve all placements; therefore, the PGM Internship Coordinator, in cooperation with the site PGA Professional/site supervisor and student, will plan a comprehensive practical experience

that meets the educational needs of the student and the requirements of the PGA/PGM curriculum (*see PGA/PGM Inventory*) provided by the PGA of America.

The primary purpose of the internship is to enable each student to meet their educational objectives through participation in a well-planned and organized practical experience.

AGENCY – INSURANCE

UNLV does not provide insurance coverage for students on the Internship; however, students are encouraged to have medical and personal liability insurance during their Internship experiences.

If the Internship agency requires a student to have medical, liability or other insurance coverage, the agency is expected to communicate this requirement in writing to the student. The student is expected to submit proof of the required coverage to the agency prior to the start of the Internship experience. The University considers all such arrangements to be between the student and the Internship agency.

PGA PGM CHECKLIST INVENTORY

PGA PGM Level 1 _____

(Internship #1 – outside operations: golf cars, range, bag room, etc.)

Rules of Golf

- Activity 1: Defining and Marking the Course
- Activity 2: Rules Committee Volunteer
- Activity 3: Rules Officiating at a Local Tournament
- Activity 4: Rules Tips and Newsletter Articles
- Activity 5: Rules Clinics on Equipment
- Activity 6: Rules Clinics on Course

Tournament Operations

- Activity 3: Tournament Staffing
- Activity 4: Tournament Publicity
- Activity 5: Critique of Facility Preparation
- Activity 6: Golf Course Preparation
- Activity 7: Preparing for the People
- Activity 8: Health and Safety Issues
- Activity 9: Tournament Preparations, Execution, & Follow-up

Golf Car Fleet Management

- Activity 1: Defining Golf Car Fleet
- Activity 2: Analyze Golf Car Needs
- Activity 3: Evaluate Golf Cars
- Activity 4: Investigate Lease vs. Buying
- Activity 5: Compare Fees & Special Deals
- Activity 6: Exploring Operational Procedures
- Activity 7: Maintaining the Fleet

Golfer Development Program

Activity 1: Design

Activity 2: Planning

Golf Club Design and Repair

Activity 1: Club Repair and the Golf Professional

Introduction to Teaching

Activity 3: Lesson Observations

Activity 4: Conduct a Series of Lessons

Analysis of the Swing – Pre Seminar

Read Pre Seminar material, no work to be completed

Customer Relations – Pre Seminar

Activity 1.3: What Your Customer's Think

Activity 1.4: Improve Customer Satisfaction

Activity 2.1: Using the Model in Day-to-Day Interactions

Activity 2.2: Using the Model in Challenging Interactions

Business Planning and Operations – Pre Seminar

Activity 2.1: Write / Revise a Mission Statement

Activity 11.1: Document Your Facility's Organizational Setup

Activity 12.1: Critique Your Procedures Manual

Activity 14.1: Conduct a Technology Audit of Your Facility

PGA PGM Level 2 _____

(Internship #2 – inside & outside operations: 50% inside, 50% outside)

Analysis of the Swing Seminar

Section 2:

- Section 1: Establishing a Relationship with Your Student
- Section 2: Swing Observations
- Section 3: Clubfitting
- Section 4: Lesson Analysis

Activity 1: Conduct a Lesson

Activity 4: Conduct Clubfitting Sessions

Activity 5: Evaluate Clubfitting Systems

Business Communications

Activity 3: Writing Informational Material

Activity 5: Schedules, Notices, and Signs

Turfgrass Management

Activity 1: Interview with the Golf Course Superintendent

Activity 2: Touring the Golf Course Maintenance Facility

Activity 3: Turfgrass Basics at Your Facility

Activity 4: Routine and Non-Routine Maintenance Practices

Activity 5: Traffic Management

Activity 6: Pests and Other Problems at Your Facility

Activity 7: Golf Course and the Environment

Activity 8: Communicating with the Superintendent

Philosophy & Swing Concepts of Teaching – Pre Seminar

Activity 3.1: Using the Group Lesson Plan on Putting
Activity 3.2: Using the Putting Evaluation Matrix
Activity 3.3: Giving the “How Well Should You Putt?” Test
Activity 4.1: Using the Socratic Method to Teach Basic Chipping Technique
Activity 4.2: Using the Three Suggestions to Improve the Basic Pitch
Activity 5.1: Using the Greenside Bunker Lesson Plan
Activity 5.2: Working With Fearful Students to Improve Bunker Play
Activity 6.1: Working With Uneven Lies
Activity 6.2: Dealing With Windy Conditions
Activity 7: Conducting a Group Lesson
Activity 8.1: Conducting a Lesson Series
Activity 8.2: Working With Women Golfers
Activity 8.3: Working With a Physically Challenged Golfer
Activity 9.1: Physical Training for Golf
Activity 9.2: Golf Flexibility Exercises
Activity 9.3: Exercises for the lower back

Merchandising and Inventory Control – Pre Seminar

Activity 2.1: Compare Two Product Lines
Activity 3.1: Document the Profile of an Outstanding Vendor
Activity 4.1: Explore Pricing Methods
Activity 5.1: Learning from a Back Room War Story
Activity 6.1: Evaluate a Merchandise Display
Activity 7.1: Describe a Successful Golf Shop Promotion
Activity 8.1: Describe Your Inventory Control System
Activity 9.1: Analyze One Performance Variance

ELECTIVES – CHOOSE 1 (to be completed on 3rd internship)

Caddie Management

Activity 2.1: Caddie Committee Member Interview
Activity 2.2: Caddie Master Interview
Activity 4.1: Caddie Training Course Review
Activity 4.2: Caddying a Loop of Golf
Activity 5.1: Making a Caddie Assignments
Activity 6.1: Caddie Rating and Compensation

Golf Range Management

Golf Course Design

Activity 1: The Process at your Facility
Activity 2: The Team at Your Facility
Activity 3: The Functioning of Your Course
Activity 4: The Form of Your Course
Activity 5: Innovative Environmental Programs in Your Area

Golf Facility Design

Activity 1: Evaluate Your Facility’s Design Needs

PGA PGM Level 3 _____

(Internship #3 – inside operations/golf shop: merchandising, teaching, supervision, food & beverage etc.)

Philosophy and swing Concepts of Teaching

Merchandising and Inventory Control

Supervising and Delegating Seminar

Food and Beverage Control

EXPECTATIONS FROM THE EMPLOYEE

Before placement, complete all required paperwork that stipulates students internship position, work responsibilities (PGA/PGM), start date & end date, work hours and compensation.

Appoint a site supervisor to work with the student. Provide a variety of learning opportunities that will help the student gain valuable knowledge and skills towards PGA membership.

Supervisors, in conjunction with the student are required to sign all PGM paperwork (initial report, bi-weekly reports, etc.) before it can be submitted to the Internship Coordinator.

Complete and submit a mid-internship report to the Internship Coordinator concerning the student's progress.

After internship completion, complete and submit a final evaluation and the grade recommendation form to the Internship Coordinator.

The supervisor should meet with the students as often as possible to discuss the student's progress.

Immediately call the Internship Coordinator if the performance or behavior of the student is unsatisfactory and/or detrimental to the facility and PGM program.

EXPECTATIONS FROM THE UNIVERSITY/PGM PROGRAM

Before placement, the Internship Coordinator will provide each site supervisor the appropriate documents (Joint Agreement, etc.) to allow the PGM student the opportunity to complete their internship at the facility.

The Internship Coordinator will provide each site supervisor a syllabus for the specific internship level and experience.

During this period the Internship Coordinator will phone / email the student periodically in order to monitor his/her progress. We will also be contacting you to make certain that the student's performance is meeting your expectations. If at anytime you have concerns or questions, please contact our office at 702-895-4837.

EXPECTATIONS FROM THE STUDENT

Before placement, the student must meet with the Internship Coordinator to decide on a potential internship site, PGA/PGM™ work experiences activities, and due dates for submitting all required paperwork.

Report to the golf facility on the date specified by the facility.

Be professional at all times, during working and non-working hours.

Become acquainted with the overall structure of the facility, as well as its staff members.

Be professionally dressed at all times.

Meet with your supervisor immediately upon arrival at the facility to discuss your goals for the internship.

Meet with your supervisor periodically throughout the internship to discuss your progress.

Submit all required paperwork on time and with the proper signatures.

Complete and submit your reaction paper, updated resume, Internship Evaluation Form, and PGA/PGM™ activities at the conclusion of your internship.

Complete a post-internship interview on campus with the PGM Director or Internship Coordinator.

SIGNATURES

STUDENT

I have read the PGM Internship Handbook, Joint Agreement, PGM Policy and Procedures and agree to fulfill the stipulated requirements.

Student Name – Print

Student's Telephone Number

Student Signature

Student's E-mail Address

Date

AGENCY

The agency agrees to follow the policies and procedures regarding the internship as outlined in the attached course guide. Your signature also acknowledges that you agree to support the student with their current PGA/PGM™ requirements.

PGA Professional/Site Supervisor – Print

Agency Telephone Number

PGA Professional/Site Supervisor – Signature

Supervisor’s Email Address

Date

UNLV PGM PROGRAM

Provide the agency with the current Internship Syllabus in Professional Golf Management as a guide for the planning and operation of internship programs. Cooperate with agency personnel in identifying and selecting students for the internship. Assist in the internship process by periodic consultation with agency personnel and by close supervision of the students who are assigned to the agency for the internship.

UNLV PGM Internship Coordinator – Print

UNLV PGM Internship Coordinator – Signature

Date