The Example Golf Club

Accountability Chart

VISIONARY
Ownership/BJL
20 ideas
culture
creativity
R&D

INTEGRATOR
Nicole
LMA
P&L – Biz Plan
Remove Obstacles
Special Projects

BUILDING MAINTENANCE
Steve
LMA
Pool Deck
Racket Courts
Daily Upkeep
Safety Audit
Routine cleaning
Paint touch-ups
Minor repairs
AC filters/drain lines
Light Bulbs
Vents
Coordinate construction projects

GOLF
Whitney
LMA
Golf Experience
Ordering
Revenue
Fleet appearance
Daily Upkeep
Merchandise
Driving Range
Golf Tournaments

MEMBERSHIP/EVENTS
Josh
Membership Sales
Member Retention
Member Satisfaction
Private Events
Corporate Events
Satisfaction & Retention
Marketing Graphics
Collateral Updates
New Member Events
Campaign Planning
File Audits

MAINTENANCE
Pete
LMA
Equipment
Golf Course
Landscaping
Ordering
Daily Upkeep

FOOD & BEVERAGE
Ken
LMA
Ordering
Experience
Profit
Menu
Daily Upkeep
Food Safety / Compliance

FINANCE
Miike
Billing
AR/AP
Compile Dept Invoices
Payroll
Taxes/Licenses
Trackers

CARTS
Water Carts
Check Hours
PM
Repairs
Cleanliness

Range
Utilization
Daily cleanliness
Stocked properly

EQUIPMENT
PM
Sharpen reels
Cut height
Repairs
Track hours

G. COURSE
LMA
Schedule
Conditions
PM

LANDSCAPE
Clubhouses
Sales Office
Roads - ?
Islands

FOH
Schedule
Training
Daily Checklist
Member satisfaction

BOH
Food Costs
Quality
Safety
Payroll costs

SPRAY TECH
Fert/Chem Plan
Inspect Plants

IRRIGATION
Inspect Lines
Track Usage
Repairs

POOL BAR
Member satisfaction
Training
Daily Checklist
Safety/Quality

HOUSEKEEPING
Daily cleanliness
Stocking
PM
Weekly clean