

**STUDENT REPORTING FORM – LEVEL 1**

Student Name: \_\_\_\_\_

Internship Facility: \_\_\_\_\_

Site Supervisor: \_\_\_\_\_

On-Site Student Contact Number: ( ) \_\_\_\_\_ Ext.: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

1) To date, how has your overall experience been at your Intership facility?

5 – Excellent      4 – Good      3 – Fair      2 – Poor      1 – Unsatisfactory

Why? \_\_\_\_\_

\_\_\_\_\_

2) How often do you work with your Supervisor/PGA Professional to discuss and specifically target PGA/PGM Work Experience Activities:

5 – Very Often      4 – Often      3 – Sometimes      2 – Rarely      1 – Never

Explain: \_\_\_\_\_

\_\_\_\_\_

3) How would you rate your progress in learning/completing the PGA/PGM Work Experience Activities?

5- Excellent      4 – Good      3 – Fair      2 – Poor      1 – Unsatisfactory

Please check the area and then circle the activities that you have completed:

- Rules of Golf                       Tournament Operations
- Golf Car Fleet Management       Golfer Development Programs
- Golf Club Design and Repair     Introduction to Teaching
- Career Enhancement             Business Planning Pre-Seminar
- Customer Relations Pre-Seminar

**RULES OF GOLF-Work Experience Activities**

- 1. Defining and Marking the Golf Course
- 2. Rules Committee Volunteer
- 1. Rules Officiating at a Local Tournament
- 2. Rules Tips and Newsletter Article
- 3. Rules Clinic on Equipment
- 4. Rules Clinic on the Course

**TOURNAMENT OPERATIONS-Work Experience Activities**

- 1. Tournament Concepts and Formats
- 2. Tournament Budgets
- 3. Tournament Staffing
- 4. Tournament Publicity
- 5. Critique of Facility Preparations
- 6. Golf Course Preparation

7. Preparing for the People
8. Health and Safety Issues
9. Preparation, Execution and Follow Up
10. Tournament Operations Software – ScoreCast (12 reports)

#### GOLF CAR FLEET MANAGEMENT-Work Experience Activities

1. Defining Golf Car Fleet Staff Responsibilities
2. Analyze Golf Car Needs
3. Evaluate Golf Car Needs
4. Investigate Lease vs. Buying
5. Compare Fees and Special Deals
6. Exploring Operational Procedures
7. Maintaining the Fleet
8. Acquiring the Golf Car Fleet Concessions

#### GOLFER DEVELOPMENT PROGRAMS-Work Experience Activities

##### Design

- Step1: Identify Needs and Possibilities
- Step2: Develop Ideas
- Step3: Develop Program Objectives

##### Planning

- Step1: Evaluate the Audience
- Step2: Select Appropriate Activities
- Step3: Identify and Obtain Necessary Resources
- Step4: Determine How to Promote the Program
- Step5: Prepare a Budget
- Step6: Plan the Activities
- Step7: Develop a Schedule of Activities
- Step8: Identify Possible Problems
- Step9: Develop a Plan for Evaluation the Program

#### GOLF CLUB DESIGN AND REPAIR-Work Experience Activities

1. Club Repair and the Golf Professional
2. Removing the Original Shaft from an Iron or Metal Wood
3. Installing a New Shaft in a Hosel
4. Measure and Adjust the Lie of an Iron
5. Measure and Adjust the Loft of an Iron
6. Finish a Ferrule
7. Cut a Club to Length
8. Install a Hosel Pin (optional)
9. Re Grip a Club
10. Measure and Change a Club's Swingweight
11. Assemble a Metal Wood or Iron
12. Shaft Flex, Weight, Torque, and Flex Point
13. Impact of Lie on Ball Flight
14. Understanding Loft, Bulge, and Roll of Woods
15. Setting up and Running a Profitable Club Repair facility
16. Promoting and Advertising a Club Repair Facility

#### CAREER ENHANCEMENT-Work Experience Activities

1. Identifying the Right Job for You: Projecting a Professional Image
2. Knowledge and Networking in your Area
3. Resumes, Cover Letters, Reference Material and Professional Portfolio
4. Potential Interview Questions
5. Understanding Wages and Hour Laws and Labor laws

#### INTRODUCTION TO TEACHING-Work Experience Activities

1. Research Teaching Styles and Methods
2. Research Learning and Skills Development
3. Lesson Observations
4. Conduct a Series of Lessons

BUSINESS PLANNING AND OPERATIONS-Pre-seminar Work Experience Activities

- Lesson 2: Write/revise a Mission Statement
- Lesson 4: Conduct a SWOT Analysis for Pinelake
- Lesson 6: Identify Objectives and Strategies for Pinelake
- Lesson 7: Analyze Past Data at Pinelake and Forecast Round and Revenue
- Lesson 8: Become More Familiar with Budget Process
- Lesson 11.1: Document your Facility's Organizational Setup
- Lesson 11.2: Write a Job Description
- Lesson 12: Critique Your Procedural Manual
- Lesson 14: Conduct a Technology Audit of Your Facility

CUSTOMER RELATIONS-Pre-seminar Work Experience Activities

- 1.1: Your Experience of Customer Relations
- 1.2: Your Customer's Moment of Truth
- 1.3: What Your Customers Think
- 1.4: Improving Customer Satisfaction
- 1.5: Task-Relationship Exercise
- 2.1: Using the Model in Day-to-Day Interactions
- 2.2: Using the Model in Challenging Interactions
- 3.1: Stating Your Purpose Clearly
- 3.2: Providing a Compelling Rationale
- 3.3: Encouraging Open Expression
- 3.4: Showing Understanding
- 3.5: Inviting and Giving Specific Feedback
- 3.6: Reframing Difficult Situations
- 3.7: Acting With Integrity
- 4.1: Using the Directing Strategy
- 4.2: Using the Convincing Strategy
- 4.3: Using the Involving Strategy
- 4.4: Using the Supporting Strategy
- 4.5: Worksheet for Seminar Practice Scenario

4) What are you enjoying most about your Internship experience?

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5) How do you feel that your Internship experience could be improved?

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Student Signature

Date