

**STUDENT REPORTING FORM – LEVEL 2**

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

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

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

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

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

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

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

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

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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: \_\_\_\_\_

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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 then circle the activities that you have completed:

- |  |   |
|--|---|
| <input type="checkbox"/> Analysis of the Swing Seminar | <input type="checkbox"/> Business Planning and Operations Seminar |
| <input type="checkbox"/> Customer Relations Seminar    | <input type="checkbox"/> Business Communications                  |
| <input type="checkbox"/> Turfgrass Management          | <input type="checkbox"/> Merchandising Pre-Seminar                |
| <input type="checkbox"/> Sup and Del Pre-Seminar       | <input type="checkbox"/> Phil Swing Pre-Seminar                   |
| <input type="checkbox"/> Golf Course Design            | <input type="checkbox"/> Golf Facility Design                     |
| <input type="checkbox"/> Golf Range Management         | <input type="checkbox"/> Caddie Program Management                |

ANALYSIS OF THE SWING-Work Experience Activities

1. Conduct a Lesson Series
2. Develop a Business Plan for a Teaching Business
3. Evaluate Your Own Set of Clubs
4. Conduct Clubfitting Sessions
5. Evaluate Clubfitting Systems

BUSINESS PLANNING AND OPERATIONS-Work Experience Activities

1. Create a Complete business Plan, Forecast and Budget for Pinelake

CUSTOMER RELATIONS-Work Experience Activities

1. Using Interpersonal Skills and Strategies  
Part 1: Identify Your Strengths and Weaknesses  
Part 2: Target Opportunities for Practice  
Part 3: Rehearse the Skills and Strategies with Others  
Part 4: Arrange for Feedback and Peer Support  
Part 5: Identify Steps You Can Take Immediately

## 2. Handling A Challenging Customer Situation

### BUSINESS COMMUNICATIONS-Work Experience Activities

1. The Writing Plan
  - Part 1
  - Part 2
2. Drafting a Letter or Memo
3. Writing Informational Material
4. Promotional and Announcement Writing
5. Schedules, Notices, and Signs
6. Rules and forms
7. Principles of Clear Language, Grammar, and Punctuation

### TURFGRASS MANAGEMENT-Work Experience Activities

1. Interview With the Golf Course Superintendent
2. Touring the Golf Course Maintenance Facility
3. Turfgrass Basics at Your Facility
4. Routine and Non-routine Maintenance Practices
5. Traffic management
6. Pests and Other Problems at Your Facility
7. Golf Courses and the Environment
8. Communicating with the Superintendent
9. Communicating with the Customer

### MERCHANDISING AND INVENTORY MANAGEMENT PRE-SEMINAR WORK EXPERIENCE ACTIVITIES

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

### PHILOSOPHY AND SWING CONCEPTS OF TEACHING PRE-SEMINAR WORK EXPERIENCE ACTIVITY

1. Personal Teaching Philosophy Statement

### SUPERVISING AND DELEGATING PRE-SEMINAR ACTIVITIES

1. Performance Expectations
2. Resources
3. Input
4. Feedback
5. Consequences
6. Convincing Strategy
7. Involving Strategy
8. Supporting Strategy

### CADDIE PROGRAM MANAGEMENT WORK EXPERIENCE ACTIVITIES

1. Review article about caddie programs
2. Caddie committee member interview
3. Caddie master interview
4. Outline a caddie recruitment program
5. Caddie training course review
6. Caddying a loop of golf
7. Making caddie assignments
8. Caddie rating and compensation
9. Caddies and the law
10. Plan a caddie banquet

### GOLF RANGE MANAGEMENT WORK EXPERIENCE ACTIVITIES

1. Article research

2. Competitive course observations

**GOLF FACILITY DESIGN WORK EXPERIENCE ACTIVITIES**

1. Evaluate your facility's design needs
2. Sketch of golf shop floor plan
3. Photos of golf shop areas analyzed
4. Three design worksheets

**GOLF COURSE DESIGN WORK EXPERIENCE ACTIVITIES**

1. The process at your facility
2. The team at your facility
3. The functioning of your course
4. The form at your facility
5. Innovative environmental programs in your area

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