

Biltmore Country Club

Caddie Manual



INTRODUCTION

Welcome to Biltmore Country Club. We are looking forward to working with you this season and hope you will find this to be an excellent opportunity to develop new skills while enjoying the camaraderie of fellow caddies and staff.

Before you can caddie, you must first complete our caddie training program. It is important for you to know that caddying, like any other job, carries important responsibilities. Working at Biltmore can be a very interesting and rewarding experience. Besides earning money, you will receive experience in interacting with your peers and our Members. Although you may not see the positive effects of this experience right away, you will later realize the important role this job will have played in your life.

At Biltmore Country Club we realize that caddying is difficult work. There will be days that you might not be able to get out right away and times you may not get out at all. More often than not, you will get out on the course each day that you show up. Good communication with the Caddie Master will ensure that you know the best times to come out to the Club.

If you work hard on the course and perform to the expectations of our staff and our Members, you will find this position to be very rewarding. On occasion, caddies that are unable to excel may be let go. We strongly encourage that you give your best effort and exhibit your best attitude every day that you are at the Club.

In this booklet, we have outlined the rules and standards that you will be expected to learn and obey to help attain the level of caddying excellence which the Members at Biltmore Country Club have come to expect. Through our caddie training program, we will teach you the basics and hope that you continue to learn more about the game and about Members expectations.

You will want to learn as much as you can about the game of golf. When you are on the course, watch the better players. Try to learn their methods of swinging a club and begin teaching yourself to play the game. If you are able to take advantage of the Monday playing privileges, you will be developing a skill that can be enjoyed for many years. **Even if you aren't interested in playing, you will be a better caddie and more valuable to the Members if you learn more about the game. Take an interest in your member's game and your job will be more enjoyable.**

The following material covers the basics of caddying, which must be studied, and most importantly, put into practice while you caddie.

SIGNING IN

1. Always arrive on time and maintain a neat appearance. Always wear your caddie shirt and **name tag**. Wear Khaki pants or shorts that are not ripped or torn. Hair should be of short or moderate length and well groomed. Girls with longer hair should pull it back. You may also wear a hat that is appropriate for caddying. Take pride in your appearance. It is one of the best ways to make a good impression.
2. During the summer months, arrive no earlier than 6:00 am on Saturdays and Sundays. Remember, the earlier you arrive, the earlier you will get a loop. We also need a few caddies later in the morning and early afternoon on these days. Some caddies will be asked to show up at 10:00. If you can't make it out in the morning, call the Caddie Master and he will try to get you a loop. Weekday hours vary and the Caddie Master will let you know what times to be at the Club. We also have many special events and tournaments over the summer that requires caddies. You will be informed of these events as they come up.
3. If you take a vacation, please inform the Caddie Master of your plans and the dates you will be gone.

THE STAFF MEMBERS

1. The Caddie Master is your direct supervisor and following his suggestions will aid in your success at Biltmore. It is also important to learn who the other staff members are.
2. We are here to assist you. If you have any questions or problems, don't be afraid to ask.
3. If you experience any problems on the course or with the staff, please handle yourself as professionally as possible and discuss your concerns with the Caddie Master. He is available to help you with any problems that arise.

THE CADDIE ROOM

1. A good deal of your time will be spent in the caddie room. It is important that you exhibit professional behavior at all times. Unruly and unprofessional behavior will not be tolerated.
2. Maintain a quiet atmosphere in the room. This is not to say that you can't talk, but you should refrain from shouting, yelling, etc. Keep in mind that the caddie room is right next to the parking lot and the Members can see and hear everything that goes on.
3. Make sure to keep the caddie room clean. If you have anything to eat or drink, make sure that you throw out your trash.
4. **DO NOT** wander into the bag room or the Caddie Master's office unless you are asked to or have a question. Stay in or close to the caddie room at all times. Caddies that hang around the bag storage area may be asked to leave.
5. Be alert! If your name is called and you do not report, you will lose your loop and probably not get another one for the rest of the day. It is your responsibility to listen for your name to be called and for the bag assignment you will be taking. At that point, get your bag and wet towel, and proceed to the putting green.
6. If a Member greets you with a "Good Morning" your response should be "Good Morning Sir or Ma'am!" Members are always referred to as Mr. or Mrs., when you know their last name. First names are NEVER to be used. **Always try to make a good first impression!**
7. **NOTE: There will be no smoking, fighting, towel snapping or anything else that is inappropriate in the caddie room or anywhere else at Biltmore Country Club. This behavior, stealing or consistently failing to show up for an assigned job, will mean that we will no longer request your caddie services.**

THE MEMBER

1. Throughout life, you are going to be introduced to many different types of people. This experience will provide a valuable opportunity for you to learn to communicate, respect and get along with all of them.
2. Don't forget that the Member is paying you. The better job you do, the more money you will earn.
3. Learn your Member's name. Take a real interest in both the Member and their game. Wear your name tag at all times so the Member can get to know you as well.
4. If you are caddying for a Member's guest, try to help him out as much as possible. The guest probably doesn't know the course very well and he will be relying on you to lead him.
5. Don't speak to the Member unless they speak to you first. Don't take the chance of interrupting them if they are concentrating on their game.
6. Upon completion of the round, be sure to tell the Member how much you enjoyed caddying for them.

THE GOLF BAG

1. Know the correct way to carry the bag. In order to minimize the weight of the bag, you should keep it parallel to the ground and riding across your back. Make sure to keep one hand on the irons to keep them from rattling.
2. Never set the bag on the green. Always put it off to the side, closest to the next hole. During the training sessions you will be taught where to set the bags on each hole.
3. Know how to switch shoulders so you always have a free hand. Throughout the loop, try to keep the bag on your shoulders as much as possible.
4. When replacing a divot, set - do not drop - the bag down with the woods pointing towards the spot where the divot must be replaced. By doing this, it is easier for you to get the divot and run back quickly to replace it.

5. You should **ALWAYS** bring your own towel from home. We do not have enough towels for the caddies to take onto the course with them. Always make sure that one end of the towel is wet when you leave to go on a loop, so that you may use that end to clean the clubs and ball more thoroughly.
6. Always keep the Member's clubs clean and organized.
7. If the Member wishes to get something out of the bag, either set it down or hold it out and up to help in their search.
8. Generally, there are three sections of the bag for clubs. The lowest section holds the nine iron through the wedges. The middle section holds the three iron through the eight iron. And the top section holds the putter and woods.

However, remember that the best quality a caddy can have is to be **OBSERVANT**. If you notice that your player does not have his clubs in this order when he begins the round, do not automatically assume that they want them changed. Each player may have his own system.

WHEN YOU ARE CALLED

1. When called up for an assignment, move quickly to find the member's bag. We have people that can help you to locate the bag faster. The Member's bag should be out on the bag racks. Do not go into the bag room without permission.
2. Make sure that you have half of your towel wet and that you get a caddie chit from the caddie master so that you can get paid after the round. Make sure to fill out the chit with your name, date, rank, and your rate; this is very important.
3. After finding the bag, walk up to the side of the putting green and wait until the Member walks out.
4. Introduce yourself to the Member. Give your full name. Make sure your name tag is visible.
5. When your group is called to the tee, follow your Member. Be sure you know the names of all the Members and caddies.
6. If you don't know what to do, ask the Caddie Master for assistance.

THE GOLF BALL

1. Know the brand name, color, and number of your Member's golf ball. If the Member does not show you the ball, make sure you ask them what kind of ball they are playing before they tee off.
2. The ball is white or colored for a reason. When kept clean, it is easier to follow and identify. If you allow it to get grassy and stained, there is a greater chance that you will overlook it among the thick parts of grass.
3. Always offer to clean your player's golf ball on the green.
4. It is up to you to insure that your Member does not lose their golf ball. Follow the path of the ball through the air, and don't take your eyes off it until it comes to rest. Line up the ball with some landmark; tree, or noticeable spot, for both distance and direction and then walk directly towards the ball.
5. Caddying is teamwork. If there is a lost ball in your foursome, help in the search for it. If you watch all four shots from the tee, there should be no lost balls.
6. Stealing golf balls or any other equipment that doesn't belong to you is unlawful anywhere, and unforgivable at Biltmore and is subject to immediate termination. Our caddies have an honorable reputation.
7. If the ball is in a water hazard or sand bunker, set the bag down before you enter the hazard. If your player doesn't play it from the hazard, the player may ask you to retrieve it for him.
8. Never touch, roll, or pick up an unknown ball on the golf course. If it doesn't belong to anyone in your foursome, it is probably from another hole and still in play.
9. If you're carrying a Member's golf ball in your pocket during the round, don't forget to give it back to them when play has ended.

THE FIRST TEE

1. On the first tee and every following tee, we will have 1 or 2 caddies go down to the fairway and fore caddie. This is to speed up play and insure that there will not be any lost balls.
2. Watch every ball that your group hits. Walk to your ball as quickly as possible. If the player has hit more than one ball, then the player will tell you which one to pick up.
3. Put the bag down on the first tee behind the markers that the players are going to use. Step to the side and be prepared to watch all the Members tee off.
4. Replace any divots that your player may take, especially on the tees. On the par 3 holes, there will be a bucket containing seed and soil mix. Use this to fill any divots your group or the players in front of you may have made. Have the scoop ready to use as soon as the last player is done hitting and one caddy can fill all of the group's divots.
5. If the sun is bright or the sky hazy, shade your eyes while watching the ball so you will not lose sight of it in flight. Follow the ball until it comes to a stop. Then line it up for distance and direction. (You will hear this quite often. We consider it the single most important thing you will learn in caddie training.)
WATCH THE BALL.
6. After everyone has hit their shot from the tee, proceed from the tee to reach the fairway well ahead of the members.

ON THE FAIRWAY

1. Replace all divots.
2. Many, in fact far too many balls have been lost in the open fairway. When your player hits his shot, watch it carefully to determine it's resting spot. If you didn't see the shot, ask one of the other caddies in your group if they did. Caddying is teamwork; you have a responsibility to help each other.
3. Stay slightly ahead of the Member at all times. If you are small and cannot walk very fast, you will have to give extra effort.
4. After replacing a divot, hustle down the fairway to catch up to your Member.

5. Clean all clubs after each shot. Grass and dirt can become embedded in the grooves on the clubface, which will cause future shots to go astray. Keep your towel wet to make cleaning the clubs easier.
6. Be very careful to avoid walking in front of a Member before he plays. Stay behind or even with someone who is hitting a shot. Even if your player walks ahead of you, do not jeopardize your own safety by following him. You can always catch up to them after it is safe to move on.
7. When you walk up to the ball, check to be sure that it belongs to your player. **If he should hit another golfer's ball by mistake, he suffers a two-stroke penalty attributed to your negligence – thus hurting your player and yourself.**
8. Make sure you have an accurate yardage to the flag for the Member when he approaches the ball. Place the bag down three steps to the side of the ball. After he/she selects the club, then back away another step. Stay still and quiet when the player is hitting a shot. And watch the ball!

ON THE GREEN

1. Once your Member has hit the green, make sure to give them the putter right away.
2. The caddie whose Member is the first to hit onto the green, unless he is in a sand bunker, must attend the flagstick.
3. When tending the flagstick, hold the flagstick straight up, and hold the flag so that it will not flap in the breeze.
4. As soon as the player hits the putt, remove the flagstick; and be ready to move in any direction, keeping in mind where the other Member's markers are.
5. Never stop or stand in a player's line, either directly behind or directly in front of him. Never kick or step on a ball on the green. Never set the bag down on the green for any reason.
6. Be aware of your shadow. If your shadow falls across the putter's line you will have to move. Move so that your shadow will not interfere with the putt.

7. **IMPORTANT:** Know where all four balls are on the green so that you will not step in anyone's line. If a ball is marked, be aware of where the marker is for the same reason.
8. Always ask the Member if they want the flag to be attended. If they say no, then remove the flag and walk out of the putter's sight.
9. All of the caddies should stand out of the way and should not move excessively or talk. Never make any noise while someone is putting. After you have cleaned the golf ball, you can hand the driver to the caddy who is tending the flag and proceed to the fore caddy position on the next fairway.
10. When you are caddying or playing on Monday's, take extremely good care of the course. Replace all divots, but take especially good care of the greens. Fix all ball marks. Never throw a putter (or any club) or take a divot in the green. Pick up your feet, don't drag your shoes or make marks on the greens.

IN THE SAND BUNKER

1. Be sure to rake all bunkers. Keep the bunkers looking like no one has been in them.
2. If more than one player is in the bunker, wait until all players have hit out of the bunker before raking any portion of the bunker.
3. Never enter the sand bunker with a bag on your shoulder.
4. If two players are in a bunker, only one caddy is needed to rake it. Help one another out in this situation, and use your best judgement as to who will do it.
5. Enter and leave a bunker from the lowest, closest edge; and smooth your own footprints with the rake as you leave. On bunker slopes, always rake upward. If you try to rake sand down, you will be taking valuable sand away from the high lips, where sand is most needed.
6. After raking the bunker, replace the rake in its original position – teeth down – to avoid any injuries caused from stepping on it.

PAYMENT AFTER THE ROUND

1. After your Member has putted out on the eighteenth hole, be sure to take his putter. As soon as the entire foursome has played out the hole, move off of the green towards the patio.
2. Give the Member your caddie ticket and he will fill out the tip and rating on the card. Make sure that the Member has signed his name, member number and date on the chit. If there is no name, number or date we will not be able to cash it in.
3. The Member may decide to pay you in cash. If that is the case then just give the Member the evaluation card.
4. Normally, we will pay the caddies every day. However there may be days where we run out of money by the time you get in, so we would pay the following day. If you do not get paid the same day, then make sure to hold onto your caddie tickets. If you do not have one, then we cannot pay you. Bring all of your caddie tickets as soon as possible to get paid.

GENERAL RULES OF CADDYING

1. Any good caddie should be able to tell his player the yardage to the pin whenever requested to do so.
2. Make sure to always hand the player the club by the shaft, try no to touch the grip. Keep the clubface and grooves spotless.
3. Be sure the ball is always clean on the putting green.
4. Don't talk to a player unless he speaks to you. Allow them to concentrate on their game.
5. After they are done putting, on an obvious driving hole, hand them their driver.
6. If a player asks you a question, answer him to the best of your ability. If you are at all uncertain as to the answer, admit it. Don't guess – it's better to say, "I am not sure" than to give wrong information.
7. Be aware of what is going on around you every second. **STAY ALERT AND HUSTLE!!!**

FORECADDYING

The basic rules for fore caddying are the same as they would be for normal caddying. Except that you don't have to carry a bag and you have to keep track of all 4 players golf balls. If a ball goes in the rough, make sure that you mark it with a marker flag so that the player can see where the ball is. On every hole, you must go down to the fairway and watch all the balls. You must also clean the clubs and rake the traps and replace divots just like you would normally. Usually the experienced caddies are the only one's that will forecaddy.

PROMOTIONS/REWARDS

1. Caddies are ranked according to experience and knowledge. Most caddie's start out as B caddies with the next step being an A caddie and finally an Honor caddie. The higher the ranking, the more money you earn.
2. Usually a B caddie will be moved up to an A the following year, if they caddied frequently the first year. However, the B caddie must prove that they can perform all of the duties that an A caddie can. For an A to move up to an Honor caddie, they must caddie for and be approved by the caddie chairman or the Head Golf Professional. An Honor caddie must be able to read greens and select clubs for players in an accurate manner.
3. There is also a chance for you to earn an Evan's Scholarship or a Doug Hudson Sr. Scholarship Foundation Scholarship. The Evan' Scholarship is through the Western Golf Association and is given to exceptional caddies who are in financial need. It will pay for nearly all of your college expenses. There is also the Doug Hudson Sr. Scholarship Foundation Scholarship, which is also awarded to caddies to help pay for college. See the Caddie Master for information on both scholarships.
4. At the end of the year, there will be a caddie banquet held to honor the top 15 caddies in each caddie class. There will be dinner and prizes available for all of the hard work the caddies put in during the season.
5. You will be able to play golf on Mondays after 2:00 when the course is closed to Members. To be able to play on Mondays, you must caddie at least 3 times per week and then get a golf pass from the Caddie Master. You must bring the pass and an ID with you when you come to play. Try to play with other eligible caddies. No Guests Allowed! Proper dress and etiquette are very important!

CONCLUSION

We know that this guide can be overwhelming and contains a great deal of information. However, if you can successfully comprehend and put into use, the rules, regulations and suggestions we have provided, you only need experience to become an accomplished caddie.

No experienced caddie has learned everything before actually getting on the course, as there is no substitute for on-the-course training. How good you will become depends upon how much you are willing to study and pay attention to what occurs on the golf course. Experience will help everyone to improve. If you have any questions, please feel free to ask any one of the staff members.

We are looking forward to working with you this summer!