

**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 3<sup>rd</sup> 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*