



JOSHUA HAYES

Experienced and driven Golf Operations Assistant Manager with a proven track record in the golf industry since the age of 15. Represented England's Under 18s golf team for a duration of two years and transitioned into a professional golfer at the age of 21. Currently, living in Paraguay, where I came to learn Spanish. Personal strong passion for ensuring exceptional customer service and achieving customer satisfaction..

CONTACT



Paraguay



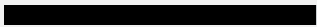
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SKILLS

Time Management



Team Work



Leadership



Organization



June 2026-Present.

Golf Experience Expert.

Five Forts Golf Club, St Regis, Marriot, Bermuda

Assistant Golf Club Manager. JA Resort, Dubai, UAE

Oct 2022 - Dec 2024

EXPERIENCE

- Tournament coordinator.
- Planning and executing corporate and member golf days.
- Overseeing the daily operation, implementing and holding the highest standards and presentation across all of the golf operations.
- Managing the outside operations team, overseeing and coordinating tee time management, pace of play and starter services.
- Maintenance of golf carts, trolleys and on course equipment.
- Managing inventory, practice balls, towels and refreshments.
- Monthly training for staff abiding by 59 club standard and training programmes.

Assistant Golf Professional. The Grove - London, UK

Aug 2021 - OCT 2022

- Sales attendant at the golf pro shop.
- Checking in of golfers.
- Booking tee times, lessons.
- Teaching junior camps.
- Coaching.

Golf Operations - Fresh Meadow Golf Club - NY, USA

May - Sept 2020

May - Sept 2021

- Golf caddie and outside operations, buggy dispatch, greeting members and visitors.
- Caddying once or twice a day meeting all needs of the players.
- Planning and executing tournaments for all levels of golf.
- Sales and customer service at the Golf Shop.

Golf Operations. Frenchman's Creek Beach & Country Club - FL, USA

Nov 2018 - May 2020

Oct 2020 - May 2021

- Golf caddie and outside operations, buggy dispatch, greeting members and visitors.
- Caddying once or twice a day meeting all needs of the players.
- Planning and executing tournaments for all levels of golf.
- Sales and customer service at the Golf Shop.

Golf Operations - East Sussex National Golf Resort and Spa - England

2016 - 2018

- Duties required bag drop services, cleaning and charging buggies, booking lessons and tee times, tournaments set ups.

Golfbase Sales Attendant - East Sussex - England

2013 - 2016

- Online Golf store Worldwide and shop open to the public.
- Three years as a salesman within the shop.
- Also working with online orders and specific computer software's.

GOLF BACKGROUND

April to October 2016: playing Competitive Golf on TP Tour in UK –
Achieved First Place in Order of Merit and my first Professional Tournament win.

EDUCATION

2022 - On Hold - Professional Golf Studies FdSc – University of Birmingham.

2012-2014 - Eastbourne Further Education College. B-Tec national 90 diploma in sport performance.

WORK REFERENCES

Name: Eliot Rowe - Golf Manager - JA Resort & Hotel - Dubai UAE

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Email address: eliot.rowe@jaresorts.com

Name: Tom Minshull - Head Golf Profesional

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