

Golf

Specific Quality Criteria no. 221 - Checklist

4th edition 2018

Self assessment

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**In 4th edition the specific quality criteria is based on self-assessment checklists that applicants/participants complete themselves. The applicable criteria must be completely fulfilled. A clear explanation of how each criterion is fulfilled must be given with reference to appropriate documentation e.g. employee handbook/quality manual, safety plans, photos etc. Random and/or criteria will be verified by the auditor.**

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| ***221-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *221-1.1* | The company has written safety plans covering all services offered to customers.  |  |  |  |
| *221-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *221-1.3* | Employees are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *221-1.4* | The company ensures that employees operate according to safety plans. This is for example stated in employment contracts and subcontracting agreements. |  |  |  |
| ***221-2*** | ***Facilities, Equipment and Service*** | ***Yes*** | ***N/A***  | ***How fulfilled/explanation***  |
| *221-2.1* | The following facilities, equipment and services are available at the golf course: 1. The sale of common, necessary goods, such as tees, golf balls and gloves
2. Practice areas e.g. for putting and chipping.
3. The rental of golf clubs for men and women. The number and quality of clubs should be in keeping with the scope of the operation. Golf clubs for left-handed are also available.
4. Time slot booking service is open seven days a week. The booking service records sufficient information to be able to contact golfers, for example in the event of course closure.
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| *221-2.2* | A valid maintenance plan is in place and is reviewed regularly, e.g. including the following:1. Mowing of greens, tees and fairways.
2. Up keeping of tee markers.
3. The maintenance of all facilities.
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| *221-2.3* | GPS coordinates of the golf course appear on its website. |  |  |  |
| *221-2.4* | Clear signs direct people from the car park to facilities on the golf course, e.g. golf equipment shop, changing rooms and the clubhouse. |  |  |  |
| *221-2.5* | The following items are in place for the convenience of golfers: 1. Clear sign posting of the first tee on the way from the practice facilities and clubhouse.
2. Clear hole-by-hole course map, e.g. printed on the reverse side of the scorecard.
3. Clear signs directing to the next tee.
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| *221-2.6* | The following information is readily available to golfers, either on a notice board, scorecard or homepage: 1. Local rules.
2. Course etiquette (including use of mobiles).
3. Dress code.
4. Slope rating, course rating and official handicap information.
5. Identification of distance markers.
6. Distance to front or centre of greens measured in meters.
7. Location of rest stops and toilets.
8. Estimated time to complete 9 and 18 holes.
9. Instructions to either keep up with the group in front or invite players behind to play through.
10. Is the golf course accessible to golf carts?
11. Are golf carts on hire?
12. Is golf instruction available?
13. Guests are informed regarding fragile natural environment, flora or fauna e.g. birds‘ nesting season.
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| *221-2.7* | Information is clear and accessible in at least one language besides Icelandic. |  |  |  |
| *221-2.8* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| *221-2.9* | Written cleaning plans for scheduled daily cleaning and general long term cleaning are in place. The plans cover all areas of the facilities, indoors as well as outdoors. |  |  |  |