

# On-course Marshals



Carbrook Golf Club, Queensland, to the club's on-course marshals (rangers).

## Role

- To ensure the field flows as quickly as possible and to ensure each group does the best they can in keeping up with the group in front and keeping their position in the field.
- The Marshal can also prevent slow groups from becoming out of position purely by being a presence. Most players will move faster if they know they are being watched by an official.

## Addressing groups out of position

If a group is out of position, and a gap of more than half a hole has opened up it is important to be careful to not jump to conclusions. Most players take offence at being told they're slow. A few tips are:

- Make sure you are aware of what is in front of them. Know the position of the 2-3 groups in front and ensure there are no waits or

hold-ups ahead. The last thing you want to do is tell a group they are out of position and then the next hole they are waiting on a tee.

- Monitor them for a hole to see what their behaviour is like – are they slow or are they making an effort. Your presence with no communication may have an immediate effect.
- If they are still behind, a non-aggressive and empathetic approach is always encouraged. A good way to approach them is "have you guys had any trouble?".
- When they reply either yes or no (they may have just lost a ball), you can then say "if you can just help us and try to close the gap over the next two holes it would be appreciated".
- Then leave the group but pop back a hole later to let them know you are still watching them.
- Should they not make any effort you will have to ask them again? For example, "Guys, I know you are trying but there is still a bit of a gap, and we need you to close it by the 13th please".
- For groups that are consistently slow the Club's Pace of Play Policy can also be applied.

## Tips

- Always go into the situation giving the player the benefit of the doubt.
- Be friendly and empathetic.
- Don't be aggressive even if the players you are speaking to do. Remain calm but assertive.
- Most of the time your presence will be enough. Just hovering around a group without saying anything will make them move faster.
- Encourage the players to be faster between shots. They don't have to rush their actual strokes, just walk faster and make an effort.