

Ministry of Tourism
Government of India

CADDIE/STAFF TRAINING MANUAL (ASSISTANCE FOR GOLF PLAYERS)

DEVELOPED BY WOMEN'S GOLF ASSOCIATION OF INDIA MINISTRY OF
TOURISM INITIATIVE TO TRAIN GOLF CADDIES UNDER HUNAR SE
ROZGAR SCHEME

TABLE OF CONTENTS

Introduction
Golf Course Layout
Types of Golf Clubs
Code of Conduct
Rules for Caddies
Golf Club and Members
Sign In and Assignment
Caddie Room
The Golf Bag
Before the Round
Driving Range
The Golf Ball
The First Tee
The Fairway
The Green
The Sand Bunker
After the Round
Rules of Golf
Promotion/Rewards
Performance Expectations

INTRODUCTION

- ▶ Welcome to WGAI's Golf Resource and Skills Programme (GRASP) for caddies. This is a caddies training programme that ensures employability while empowering and individual with the inter personal skills required to assist Golf Players, which is necessary for success of players in the game of Golf.

- ▶ Caddying is a time honored tradition. With a positive attitude, willingness to learn, investment in training, and work ethic, we know this will be a valuable experience. This booklet outlines the rules, procedures and standards of conduct that must be mastered and observed prior to becoming a Golf Caddie. The success of the Caddie is directly proportional to the effort and interest invested by that individual.
- ▶ Knowledge of the Game of Golf is paramount. Successful caddies learn as much as possible about the game of golf. This includes The Rules of Golf, swing basics, knowledge of club use on the course, reading of greens, yardages and key markers on the course. Caddies have to be observant of all golfers in the groups and pay particular attention to Golf Rules and basic Course etiquette.
- ▶ It is important to know that caddying, like any other job, carries with it important responsibilities. Caddying can be a very interesting and rewarding experience. In addition to earning money, a caddie will gain valuable experience in relating with people; co-workers and members as well as working with a team. Caddies must be flexible in time commitment since there is no predictable time schedule.
- ▶ Caddies receive periodic performance reviews. This information is obtained from the member and through end of round rating and anecdotal information obtained by the Caddie Master. As in any work environment, earnings will be a function of performance.
- ▶ Categories:
 - 1) Carry Bag caddie (recommended for both males/females)
 - 2) Stroller/Trolley Bag Caddie (recommended for both males/females)
 - 3) Balls spotters
 - 4) Score Relaying
 - 5) Score Board Carriers

GOLF HOLE LAYOUT

- ▶ Golf Courses have one 18-hole golf course with a driving range and a practice putting green.
- ▶ The TEEING GROUND, or TEE BOX, is the starting place for a hole to be played. Four sets of tee markers are used: BLUE is for championship; WHITE

is for men; YELLOW is for seniors, RED is for women and children. Watch which tee markers your player uses on the first tee

- ▶ At the opposite end of the tee box is the PUTTING GREEN. The putting green is the low, finely mowed grass that surrounds the hole. Encircling the putting green is the slightly taller grass called the FRINGE, or the APRON.
- ▶ The FLAGSTICK, or PIN, is the movable pole centered in the hole, or CUP, marking the location of the hole.
- ▶ The short grass between the tee box and the putting green is called the FAIRWAY. On either side of the fairway is longer, heavier grass called the ROUGH.
- ▶ Near the putting green or along the fairway may be areas filled with sand called BUNKERS, or sand traps.
- ▶ Any areas where golf is not permitted are referred to as OUT OF BOUNDS. Out of bounds are marked by white stakes or fences.
- ▶ Golf holes vary in length, but all holes are classified into three categories: PAR 3, PAR 4, and PAR 5. The par number represents the ideal number of strokes a player should take to complete the hole.
- ▶ Each Hole has a stipulated yardage.
- ▶ The shortest holes are par 3 and should be completed in three strokes by the expert player. The longest holes are par 5 and should be completed in five strokes. The remaining holes are par 4 and should be completed in four strokes. YOU must be aware that higher scores are common.

TYPES OF GOLF CLUBS

- ▶ A golfer's bag will contain three types of clubs: WOODS, Rescues and IRONS.
- ▶ Each wood is numbered on the bottom. The #1 wood is also referred to as the driver. Other woods are numbered 2 through 9 Rescues are also numbered 3, 4 & 5 and are generally used in thicker grass.
- ▶ Woods are designed so that the farther a player wants to hit the ball, the lower numbered wood should be used.
- ▶ Irons are also numbered on the bottom, 1 through 9. Like the woods, the lower the number, the farther the ball will travel. Generally speaking, woods

allow the ball to travel farther than irons. The remaining clubs in your player's bag are specialty clubs. The putter, has many shapes and sizes, and is used on the putting green to roll the ball into the hole.

- ▶ The sand wedge, marked "S" or "SW" on the bottom, is used for short shots or from the sand traps.
- ▶ The pitching wedge, marked "W" or "PW" on the bottom, is used for shots from
- ▶ 80 yards or closer.
- ▶ Other wedges may be marked "L" for lob, or "A" for approach.

TERMS AND DEFINITIONS

1. WGAI - Women's Golf Association of India
2. CADDIE MASTER – person responsible for training the caddies and assigning loops.
3. CADDIE- person assisting golf players.
4. Ball- spotters person moving ahead to identify players golf ball
5. DIVOT – a piece of turf removed when making a shot. Player to always replace divots.
6. HONORS – golfer who is first on the tee.
7. PENALTY STROKE – what happens if you don't play by the rules or if the caddie touches the ball.
8. AWAY – ball that is farthest away from the hole.
9. PAR – the number of strokes that is expected for an expert golfer for each hole.
10. BIRDIE – one stroke under par for hole.
11. EAGLE – two strokes under par for hole.
12. BOGEY – one stroke over par for hole.
13. HANDICAP – strokes given to a player to equalize player ability.
14. APPROACH – the stroke played to the green.
15. GROSS – player's score without handicap.
16. NET – player's score with handicap.
17. OUT OF BOUNDS – defined by white stakes; by the rules of golf, you are not permitted to play your shot if it is out of bounds.

CODE OF CONDUCT

- ▶ Both the Player and Caddie must have mutual respect. A caddie should greet the player and introduce herself/himself. Over time, caddies become familiar with many of their players but it is important that caddies always maintain professional conduct.

- ▶ On the course, the caddie must remain motionless and silent during the Player's pre shot routine and swing. The Caddie should always maintain a position directly facing the Player, never directly behind the player. The Caddie should not maintain a position in the full of view of the players swing.
- ▶ On the green, the caddie must not walk in the Player's "Line", not cast a shadow on the hole or on the Player's "Line", and remain motionless and silent.
- ▶ Respect and care of the course is required. Willful damage of the greens and fairways will result in dismissal.
- ▶ Theft of Golf Club Properties or Players possessions is unlawful and will result in immediate dismissal.

Rules for Caddies

1. Always be respectful of the Caddie Master, assistants, and fellow caddies.
2. No stealing or gambling. horseplay, swearing, fighting, littering.
3. No gum chewing or spitting.
4. Cell phones are not permitted during play.
5. Caddies may be allowed to drive golf carts to assist handicapped players or elderly players.
6. Caddies are not allowed to ride on the back of a golf cart, except during a shotgun event.
7. Caddies are not allowed inside the bag room, halfway house, or pro shop at any time.
8. Caddies will only use facilities and washrooms designated to them.
9. All golf clubs must be thoroughly cleaned before returning to the bag room.
10. Caddies may not hit balls on the range even if at a player's request.
11. All caddies are required to keep the caddie house clean.

INFRACTIONS OF ANY OF THESE RULES MAY BE CAUSE FOR SUSPENSION OR EJECTION FROM THE RULES OF THE CLUB/WGAI.

DRESS CODE

1. Collared shirt and trouser or salwaar/kameez is the only acceptable attire.
2. Caddies must wear caddie vests / bibs at all times while at the caddy house and on the course.
3. Denim of any kind is unacceptable.
4. All trousers must be worn waist high. No low-rise attire will be allowed.
5. Name badges / IDs will be worn at all times.
6. Soft soled shoes only. Shoes must be clean and laced.
7. Hair must be clean and tied back or in a ponytail.
8. Caps must be worn facing forward.
9. Caps may not be frayed – Caps must be in good condition
10. Earrings may be worn on lower part of earlobe only.
11. No other earrings are allowed.

THE PLAYERS

1. When assigned a player, the Caddie is working for the player.
2. The best Caddies memorize the Player's name and are expected to be polite. and address the player as "Sir" or "ma'am."
3. Always maintain silence on the course. Golf is a game of concentration and requires a quiet atmosphere.
4. ALWAYS REPLAYER THE RULES OF GOLF MAKE THE CADDIE PART OF THE GOLFER. THIS MEANS IF A CADDIE INCCURS A PENALTY, SO DOES YOUR GOLF PLAYER.

ASSIGNMENT PROCEDURE

1. Upon arrival each morning at the club, all caddies must report at the Caddie Master's office.
2. Caddies are expected to arrive at the club by a stipulated time. If a Caddie arrives late, the caddie will be eligible for an assignment only after the rest have been placed. The late comer caddy's name will be added to the end of the drawn list of caddies. The Caddie Master will go strictly by his drawn list unless a specific request has been made by a Player.
3. Caddies must arrive dressed appropriately for weather conditions and must wear clean clothes, name tag and optional hat that is appropriate for caddying.

THE CADDIE ROOM

1. After signing in, while awaiting assignment, caddies are to remain in the caddie room. Proper conduct is expected.
2. Maintain a quiet atmosphere in the caddie room and proper decorum must be maintained at all times.
3. The caddie room is to be maintained in clean and orderly condition. This is the responsibility of all caddies. Trash is to be thrown out in the trash containers provided.
4. Caddies are not permitted in The Caddie Master's office and bag room without permission and specific instruction.
5. The Caddie Master will call the caddie when assigned. If your name is called and you do not report, you will lose your assignment. When assigned, locate and obtain the player's bag and proceed directly to the practice green and await the arrival of the player.

THE GOLF BAG

1. Caddies will be instructed as to the proper method to carry the golf bag. In order to balance the weight of the bag, the caddie should keep it parallel to the ground and riding across his/her back. Caddies must make sure to keep one hand on the irons to keep them from rattling.
2. The Golf Course Staff work hard to maintain greens in impeccable condition. Caddies must never set the bag on the green as that may cause damage. Always put it off to the side closest to the next hole. During the practical training sessions you caddies will be taught where to set the bags on each hole.
3. Caddies must carry a wet towel to clean clubs. This is essential caddie equipment. Prior to the start of the round, obtain a towel from the Player.
4. Always keep the player's clubs clean and organized.
5. If the player wishes to get something out of the bag, either set it down or hold it out to help their search as much as possible.
6. 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.

BEFORE THE ROUND

1. When called up for an assignment, locate and pick up the player's bag.
2. Caddies must make sure that they have half a towel wet.
3. After obtaining the player's bag, walk up to the side of the putting green and wait quietly until the player arrives.
4. Introduce yourself to the player. Give your full name. Make sure your name tag is visible.
5. When your group is called to the tee, follow your player. Be sure you know the names of all the players and caddies.
6. All caddies must carry a sand bag to fill up divots made by player's on the Golf Course.

PRACTICE RANGE

1. Prior to the round, the player may choose to warm up on the practice range. Caddies are to accompany the player to the range and take a position approximately 10 ft. behind the player.
2. Observe the player's swing and pay close attention to the flight of the ball. This will be an indicator of the direction of travel during the round and will help the caddie track the ball.
3. Properly clean each club after use
4. It is not necessary to replace divots on the range. Repair of the turf will be completed by the Grounds Staff.

THE GOLF BALL

1. Before play commences, obtain and player's the brand name, color, and number of your player's golf ball. Caddies will need this information to correctly identify the player's ball when in play.
2. It is the caddie's duty to keep the ball clean. The ball may only be cleaned prior to teeing off on each hole or once the ball is on the green and marked by the player. Caddies cannot touch the ball without permission of their player.

3. It is the caddie's duty to follow the path of the ball when struck and be able to immediately locate the ball's final resting place after each shot. Line up the ball with some landmark, tree, or noticeable spot, for both distance and direction and then walk directly towards the ball.
4. Caddying is teamwork. If there is a lost ball in the foursome, all caddie must help in search for the ball
5. 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.
6. Never touch, roll, or pick up an unknown ball on the golf course
7. Caddies must return all belongings to a player after the game.

THE FIRST TEE

1. Watch every ball that the group hits. Walk to the ball as quickly as possible. If the player has hit more than one ball then the player will tell the caddie which one to pick up.
2. Caddies must 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 players tee off.
3. Replace any divots that the player may take, especially on the tees.
4. After everyone has hit their shot from the tee, proceed from the tee to reach the fairway well ahead of the players.

ON THE FAIRWAY

1. After arriving at the player's ball, measure the distance to the pin by walking off the yardage from the nearest marker. Be prepared to inform the player the yardage to the pin and wind direction.
2. Flag colors on the green indicate approximate location of the hole on the green each day. Hole locations are changed every day.
3. Caddies must replace all divots.
4. Caddies should stay slightly ahead of the player at all times. After replacing a divot, hurry down the fairway to catch up with players.

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.
6. Caddies must be very careful to avoid walking in front of a player before he plays. Stay behind or even with someone who is hitting a shot.
7. When a caddy walks up to the ball, he/she must check to be sure that it belongs to their player. If a player should hit another golfer's ball by mistake, the suffers a two-stroke penalty attributed to a caddies negligence – thus hurting the player and Caddy.
8. Make sure you have an accurate yardage to the flag for the players when they approach the ball. Place the bag down three steps to the side of the ball and after a player selects the club then caddies must back away another step. Stay still and quiet when the player is hitting a shot. And watch the ball! A caddy must not stand directly behind a player whilst the player is executing a shot.

ON THE GREEN

1. Once a player has hit the green on a particular hole offer to give them the putter right away.
2. Once the player's ball has reached the putting green, he/she marks it with a small coin or marker and then removes the ball. After your player marks his/her ball, ask if he/she would like it cleaned. After you clean the ball, always hand the ball back to the player immediately. **DO NOT ROLL OR THROW THE BALL BACK TO YOUR PLAYER – THIS COULD COST HIM/HER A STROKE.**
3. The caddie, whose player is the first to hit onto the green, unless he is in a sand bunker, must attend the flagstick.
4. When tending the flagstick, hold the flagstick straight up, and hold the flag so that it will not flap in the breeze. When tending the flagstick, the ball may not hit the flag stick - this incurs a penalty for the player.
5. 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 player's markers are and avoid stepping in the Player's line.
6. 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.

7. Caddies be aware of your shadow. If a caddy's shadow falls across the putter's line the caddy must move away.
8. Caddies must always ask the player if they want the flag to be attended. If they say no then remove the flag and walk out of the putter's sight. Flags must be taken out of the hole once a player has executed a putt.
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.
10. Once a caddy is assigned, a caddy must take good care of the course. Caddies must replace all divots. Fix all ball pitch marks. Caddies must never throw a putter (or any club) or take a divot on the green. Caddies must pick up their feet, and must not drag their shoes or make marks on the greens while walking.

REPAIRING BALL MARKS

When a ball lands on a putting green, its weight and velocity make an indentation on the grass. The tool used for this is called a divot repair tool. The divot repair tool is inserted next to indentation and pushed towards the center of the mark and then pushed down on by the putter head or the foot.

THE SAND BUNKER

1. Caddies need to rake all bunkers. Move the sand to fill the divot and carefully smooth the surrounding area by gently raking the sand in a back and forth motion. Be sure not to leave any irregular depressions or mounds of sand.
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. Caddies must not enter the sand bunker or hazards with a bag on their shoulder.
4. If two players are in a bunker, only one caddie is needed to rake it. Caddies must work in a synchronized manner and help one another out to maintain the required pace of time required to finish a round of golf.
5. Caddies must enter and leave a bunker from the lowest, closest edge; and smooth their own footprints with the rake as they leave. On bunker slopes, always rake upward. Caddies must rake sand down. Caddies will be taking valuable sand the away from the high lips, where sand is most needed.

6. Caddies must after rake the bunker, replace the rake in its original position – teeth down – to avoid any injuries caused from stepping on it.

AT THE END OF THE ROUND

1. At the conclusion of the round, count the clubs. Make sure they are clean and none are missing, and return them to the bag room, Player's car etc.
2. At this point the player will pay for the services immediately in cash.

PROMOTIONS AND REWARDS

1. Caddies are ranked according to experience and knowledge. Most caddie's start out as "C" class caddies with the next step being a "B" caddie, and finally an "A" caddie. The higher the ranking, the higher the basic rate earned.
2. Usually a "C" caddie will be moved up to a "B" the following year provided the required number of rounds are completed. However the 'C" caddie must prove that they can perform all of the duties and pass a rules test to be promoted at the next level. All promotions require the approval by designated staff.
3. The MOT-WGAI will give cash awards to outstanding caddies after each training session.

PERFORMANCE EXPECTATIONS

1. Caddies are evaluated on points for attendance and points earned for performance for each loop. The caddy master will outline minimum performance standards.
2. If a caddy must take extended leave, the Caddy Master must be informed.

15 MOST IMPORTANT THINGS TO REMEMBER TO ASSIST GOLF PLAYERS

1. KNOW ALL 14 CLUBS
2. HAND THE SELECTED CLUB TO THE PLAYER
3. STAND STILL
4. REMAIN QUIET
5. WATCH THE BALL
6. REPLACE ALL DIVOTS
7. RAKE SAND TRAPS
8. FIRST ON THE GREEN TAKES THE FLAG
9. STAY EVEN OR SLIGHTLY AHEAD OF THE PLAYER
10. NEVER SWING THE CLUBS

11. MEMORIZE YARDAGE OF EACH HOLE
12. IF CADDIES DON'T KNOW, THEY MUST ASK
13. CADDIES MUST NEVER TOUCH A BALL THAT IS IN PLAY
14. CADDIES MUST NEVER OFFER ADVICE TO A PLAYER OR ANY OTHER PLAYER IN THE GROUP. THIS INCLUDES ANY ADVICE ON THE RULES OF GOLF.
15. Know the following important names:
 - Caddie Master
 - Head Golf Professional–

CONCLUSION

Caddies must attend training classes sincerely, master the material and invest the time to become an outstanding caddie/assistant professional. This will take time and effort. Experience brings improvement to all.

MAJOR POINTS TO BE COVERED DURING PRACTICAL SESSIONS

GENERAL RULES

- CADDIES MUST BE POLITE: YES SIR / Ma'am, NO SIR / Ma'am.
- CADDIES MUST KEEP UP, BE ENTHUSED, BE AWARE.
- CADDIES MUST LEARN THE DIFFERENT CLUBS AND HOW EACH IS USED.
- CADDIES MUST NOT TOUCH THE BALL UNLESS DIRECTED BY the PLAYER.
- CADDIES MUST BECOME FAMILIAR WITH DISTANCE MARKERS FOR EACH HOLE.
- CADDIES MUST APPLAUD GOOD SHOTS OF PLAYERS

BEFORE THE ROUND/1ST TEE

- CADDIES MUST LEARN THE NAME OF THE PLAYER.
- CADDIES MUST ADJUST THE SHOULDER STRAP TO FIT.
- CADDIES MUST WET TOWEL – CLEAN CLUBS, IF NECESSARY.
- CADDIES MUST ARRANGE AND COUNT CLUBS QUIETLY (14 CLUBS MAXIMUM).
- CADDIES MUST FIND OUT WHAT TYPE OF BALL THE PLAYER IS USING.
- CADDIES MUST INTRODUCE THEMSELVES TO THE PLAYER.

ON THE TEE

- CADDIES MUST STAND RIGHT SIDE OF TEE, BAG FACING PLAYER, ALL IN A ROW.
- CADDIES MUST WATCH EVERY BALL: AND HELP EACH OTHER.
- CADDIES MUST LEAVE THE TEE AND BE AHEAD OF THE PLAYER.

ON THE FAIRWAY

- CADDIES MUST WHEN WALKING TO BALL KEEP AHEAD OF THE GOLFER.
- CADDIES MUST SET BAG NEXT TO BALL AND PRESENT THE BAG TO THE PLAYER.
- CADDIES MUST THEN BACK AWAY ABOUT 5 PACES AND STAND QUIETLY.
- CADDIES MUST KEEP SHADOW CLEAR OF THE BALL WHEN PLAYER IS HITTING.
- CADDIES MUST REPLACE DIVOTS.
- CADDIES MUST CLEAN CLUB WHILE WALKING TO NEXT SHOT.

ON THE GREEN

- THE CADDIES PLAYER THAT HITS THE GREEN CLOSEST TO THE HOLE MUST TAKE THE FLAG.
- CADDIES MUST LEARN HOW TO TEND THE FLAG.
- CADDIES MUST DON'T STAND OR WALK IN THE LINE OF ANY PUTTS
- CADDIES MUST SHADOW OUT OF LINE OF PUTT
- CADDIES MUST CLEAN PLAYERS BALL IF ASKED
- CADDIES MUST NOT TOUCH THE LINE OF PUTT WHILE SHOWING IT WITH THE FLAG TO THE PLAYER

TRAPS/BUNKERS

- CADDIES MUST ENTER AFTER PLAYER IS OUT OF TRAP
- CADDIES MUST ENTER AT LOW POINT OF TRAP RETRACING PLAYERS FOOTPRINTS

- CADDIES MUST DO NOT RAKE WHILE PLAYER IS PUTTING
 - CADDIES MUST LEAVE FROM DIRECTION WHERE ENTERED
 - CADDIES MUST PLACE RAKE INSIDE OF TRAP
1. Caddies training sessions will be conducted by WGAI's designated staff
 2. Caddies will be given MOT- WGAI logoed caddy bibs and a cap each
 3. Caddies training sessions will be for 6 weeks duration twice a week
 4. Caddies will be given a stipend during days of training
 5. Caddies will be given a snack and beverage during the days of the training
 6. Caddies given study material and the training manual in vernacular editions (when required).

And Finally...

The Caddies must remember their Role as the Brand Ambassadors of their golf course

The golf tourist spends the maximum time with the Caddy and the quality of that interaction does play a role in defining the experience of the player.