



CustomerGolf

Skills Assessment

I. Golf

Mechanical Skills. Based upon your overall knowledge of golf mechanical skills, rank your expertise:

1. According to the USGA, with how many clubs may a golfer play.
 - a) What is the USGA? As many as you need!
 - b) 14
 - c) 18
 - d) Varies depending upon how many have been thrown or lost during a given round.
 - e) 21

2. What grip do you utilize for regular golf clubs?
 - a) Death Grip
 - b) Overlap Grip
 - c) Interlocking Grip
 - d) Baseball Grip.
 - e) No Grip

3. What grip do you utilize for your putter?
 - a) Vardon Grip
 - b) 10 Finger Grip
 - c) Reverse Grip
 - d) No Grip
 - e) Other _____

4. What does the term "reverse pivot" mean?
 - f) Hitting off back foot.
 - g) Hitting from opponents divot.
 - h) Hitting ball with club in reverse position.
 - i) Don't know or care.

5. Which of the following are important in determining club selection?
 - ___ Distance to hole.
 - ___ Wind or other weather factors.
 - ___ Stance.
 - ___ Whichever one is most handy.
 - ___ Who needs clubs?

6. For the right handed golfer, a “downhill stance” will typically cause the ball to:
- a) Go to the right.
 - b) Go to the left.
 - c) Go high.
 - d) Go low.
 - e) Not go.
7. How far do you typically hit:
- ____ Driver ____ 5 iron ____ 9 iron ____ Putter

Mental Skills. Based upon your overall knowledge of the mental side of golf, please answer the following:

1. What is the “Pre Shot Routine”?
 - a) The shot last hit.
 - b) Process for preparing golfer to execute a shot.
 - c) A practice stroke.
 - d) Drinking a shot before a beer.
2. When golfers refer to the “1st Tee Jitters,” they mean?
 - a) The difficulty associated with finding the 1st tee.
 - b) The effect too much coffee can produce in the early part of a round.
 - c) The difficulty executing a good shot on the 1st tee due to onlookers, unfamiliar surroundings & pressure to perform.
 - d) They don’t mean anything by it. Getting to the 18th green with all of your clubs is the challenge.
3. What is the best way to help a customer you expect to have 1st tee jitters?
 - a) Yell unexpectedly in his/her backswing to ease the tension.
 - b) Make conversation focusing on positive thoughts.
 - c) Point out as many obstacles and hazards as possible so they have the best chance of avoiding trouble.
 - d) Put together a “high stakes” game to help your customer focus on something other than the shot they inevitably must hit.

Golf Etiquette. Based upon your knowledge of golf etiquette, please answer the following:

1. To what does the term “playing through” refer?
 - a) Staying focused and “playing through” the entire round.
 - b) Skipping a hole you don’t like.
 - c) A golf action designed to speed up play.
 - d) It’s an outdated term and doesn’t mean anything in golf anymore.

2. Where is the best place to stand when another golfer is executing their shot?
 - a) Directly behind them to best see the ball flight.
 - b) Directly in front of them to best see their swing.
 - c) Directly across from the ball
 - d) On pins & needles.
 - e) Don’t stand, it’s best to keep moving around.

3. The term golf etiquette refers to respect for other golfers on the course. Specifically, it refers to which of the following?
 - a) Speed of play.
 - b) Order of Play.
 - c) Course maintenance.
 - d) Position & movement on the course.
 - e) Where to eat/drink on the course.

Terminology. Based upon your overall knowledge of golf terminology, please answer the following:

1. Handicap refers to?
 - a) The difference between the average of the golfers best ten scores out of his last 20 subtracted from par.
 - b) A number derived from the USGA index times the golfers average score less the last two round average.
 - c) The difference between the golfers last score and par for the course being played.
 - d) None of the above. It’s too complicated for CustomerGolf...but it’s a good thing to have.

2. A “gimmee” putt in CustomerGolf is:
 - a) A two inch putt.
 - b) A two foot putt.
 - c) A four foot putt.
 - d) All of the above.
 - e) None of the above.

3. When a golfer hears the term “hit a house” they are referring to:
 - a) Please, please ball...sloooooow down.
 - b) Please, please ball hit a house and bounce back into play.
 - c) The golfer would rather be raising houses.
 - d) The golfer’s cart is out of control.

4. The term “chippee” refers to:
 - a) Certain girls of the night.
 - b) A special club for chipping.
 - c) A special club for dancing.
 - d) Chipping the ball into the hole from off the green.

5. The term “Chili Dip” refers to:
 - a) Hitting a chip fat around the green.
 - b) A special dip served on golf outings and at golf clubs.
 - c) Dipping just prior to impact.
 - d) Hitting a putt to “hot” causing it to roll of the green.

6. A “shank” is:
 - a) Hitting the middle of the ball causing a “knuckle” ball flight.
 - b) Calluses on most golfers hands.
 - c) A special golfers sandwich dating back to the early 1600’s.
 - d) An errant golf shot struck off the hazzle of the club.

Game Skills and wagers: Based upon your knowledge of the games of golf and their application to CustomerGolf, please answer the following:

1. When a customer doesn’t have an established handicap and want to “have a game,” it’s best to?
 - a) Play them “even” to make it fair.
 - b) Give them enough shots to make sure they win.
 - c) Use the Calloway system.
 - d) Avoid the issue by not talking to them until after the game has started.
 - e) Never allow the customer to “have a game” to avoid their taking your money.

2. Which of the following are “games of golf?”
 - a) Scramble
 - b) Four Ball
 - c) Match Play
 - d) Stroke Play
 - e) Nine Ball

3. Which of the following are “wagers” or “bets” in golf.
 - a) Nassau
 - b) Wolf
 - c) Skins
 - d) Nine Point
 - e) None of the above, it’s against the rules of golf to gamble.

Relationships: Based upon your knowledge of the role relationships play in CustomerGolf please answer the following:

1. What is the purpose of the 1st Tee in CustomerGolf?
 - a) Not much, you have to start somewhere.
 - b) Provides an opportunity for the Customer Golfer to determine what his/her customer wants to accomplish during the round.
 - c) The place where you set your customer up for “a good game.”
 - d) The place you can show off your knowledge of golf and betting skills.
 - e) The last hole played when starting on hole two in a “Shotgun” start.
2. During a round of CustomerGolf, you should stay focused on:
 - a) Bringing up business every chance you get to demonstrate your interest in your customers business.
 - b) Mirror your customer’s demeanor.
 - c) Keep things loose by tell lots of jokes.
 - d) Cut loose every once in awhile if your having a bad round and throw a club or two. This lets your customer know he can too.