



New Hire Orientation

Club history:

Le Triomphe Golf and Country Club was opened in 1986 and in 2012 celebrated its 26th anniversary

The Club:

Le Triomphe is a private, non-equity club (not owned by members). It is owned by Mr. Michael Maraist and Naomi Maraist. Guests must be accompanied by a member at all times; whether dining, playing golf, or playing tennis. However, non-members may rent the Chantilly Room for business meetings, rehearsal dinners, weddings, private parties, or other special events.

Distinctions:

It is only 1 of 2 clubs in Louisiana that hosts a sanctioned PGA Tour event (Chitimacha Louisiana Open) and in 1982 it was named as one of the finest golf courses built in the United States since the 60's. It's also distinguished by its golf course architect: Robert Trent Jones, Jr.

Mission and Guiding Principles:

Our Mission

The mission of Le Triomphe is to provide our members and guests with an exceptional private club experience through a passionate commitment to excellence, unprecedented service and southern hospitality.

Our Club

It has always been, and will always be, about our members. We strive to understand the type of country club our members want to belong to and the services that they want for themselves and their guests. When our members and guests feel this sense of belonging, our club becomes a haven, a break from the outside world, a place where neighbors and friends can meet. Our club is also about quality. Whether golf, tennis, swimming, social functions, or dining, we always strive for the best experience.

Our Members and Guests

When we are fully engaged, we connect with, laugh with, and uplift the lives of our members and guests. We watch their families grow, their children become adults, and we help celebrate life. We exist to enhance lives and to exceed expectations.

Our Golf

Our Robert Trent Jones, Jr. signature golf course, our golf staff, and our world-class golf academy are what distinguish us. We embrace excellence and we embrace all players; beginner, advanced, intermediate, professionals, young, and old.

Our Team

We are called a team because it's not just a job; it's where we choose to be. Together, we embrace a common goal of providing exceptional services and country club amenities. We always treat each other with respect and dignity. We are fully engaged, we laugh, we work hard, and we support each other's efforts. We strive for excellence guided by integrity and we hold each other to that standard.

Team Code

Attention

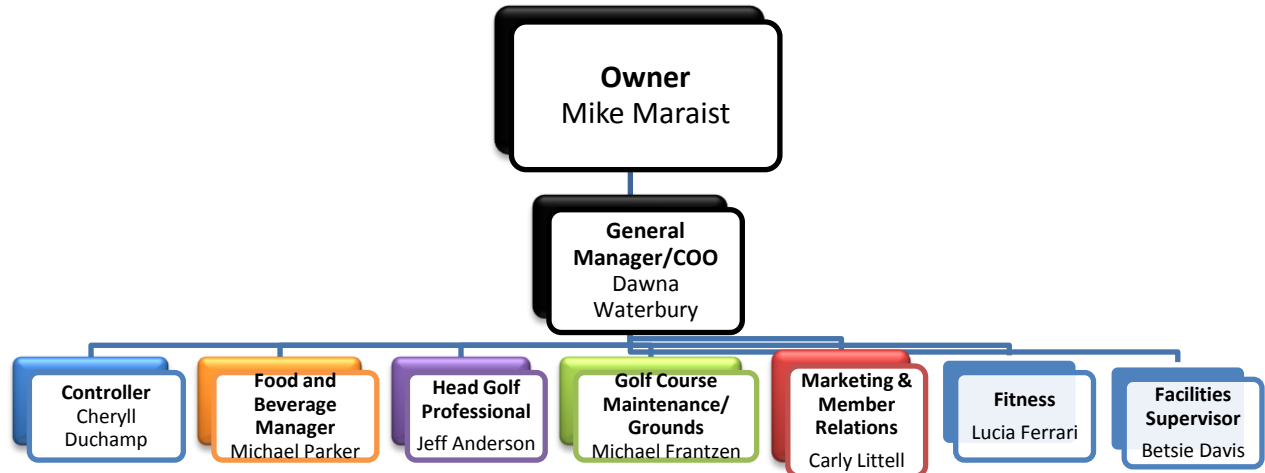
Listen

Excel

Respond

Teamwork

Organizational Chart



Dawna Waterbury, General Manager/COO, is in charge of all club operations.

Cheryll Duchamp, CPA, takes care of all payroll, HR issues, and insurances. She also assigns employee numbers.

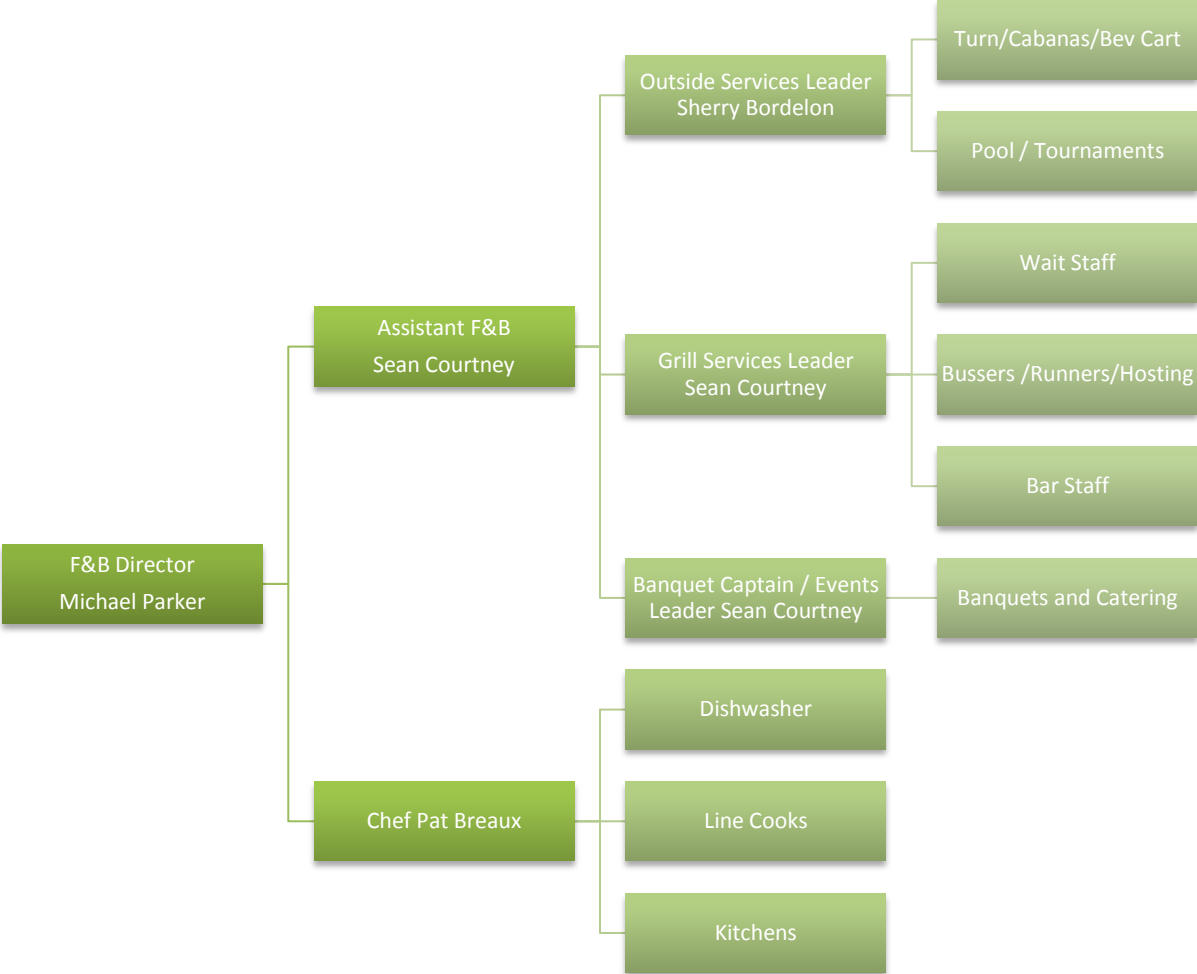
Michael Frantzen is in charge of Golf Course maintenance and agronomy.

Carly Littell is in charge of all member relations, including on-boarding new members. Additionally, she is responsible for the orchestrations of events from the planning phase to the execution.

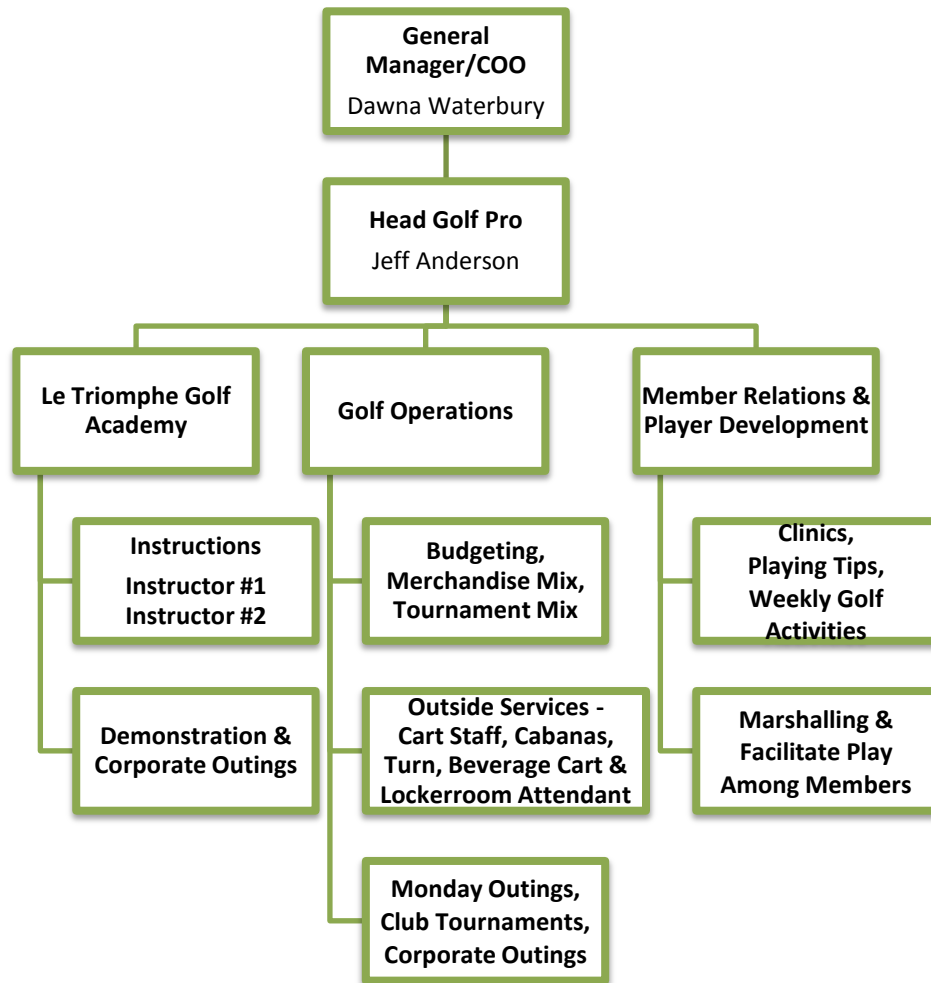
Lucia Ferrari is Director of Fitness and oversees classes and promotes health and wellness.

Betsie Davis takes care of all maintenance and housekeeping issues at the club and also manages the pool during the summer.

Michael Parker: responsible for the hiring, scheduling, training, of all FOH employees, in charge of banquets and events from a food and beverage perspective, and oversees Kitchen operations. Each general area of F&B operations is headed by a Team Leader: Pat Breaux, Chef, is responsible for training BOH employees, and is charge of menus and menu consistency. Sean Courtney is responsible for training and supervising FOH employees. Sherry Bordelon is in charge of training and supervising all Outside F&B Services employees, including Turn, Beverage Cart, Cabanas, Pool, and Tournaments. Each Team Leader is responsible for completing schedules, and maintaining areas and inventories within their respective areas of operation and supervision. Sean, and Pat report to Michael Parker.



Jeff Anderson: is in charge of all golf operations: pro shop, assistants, teaching academy, cart staff, locker room attendant, golf cart maintenance.



Hours of Operation:

- **Club** - Tuesdays through Sunday, 7:00 a.m. until 9:00 p.m. except for holidays falling on Monday (club is open on Monday holidays).
- The club is only closed on Thanksgiving, Christmas Day, and New Year's Day.
- **Fitness** - When clubhouse is open (typically 5:30 a.m.) Closes at 5 on Mondays.
- **Golf Academy** - Open with scheduled lesson appointments. Special note: You do not have to be a member to take lessons at the golf Academy.

Club Software and Training:

- Jonas System – POS System. Special Note: In “down” time (when you’re not taking care of members and all other assigned tasks are completed) your priority is learning names and faces in Jonas.
- We also maintain a Member Intelligence File wherein we record any information we learn about our members, including drink and food preferences, allergies, hobbies, businesses, children’s names and ages, etc. Please look through this in slow times, and add to it accordingly.

Service expectations:

- **Greeting-** Always greet members by name. If you don’t know them, introduce yourself. Never just ask: “What’s your number?”
- **Member recognition-** Always stop what you’re doing (even if working outside) and acknowledge members if they’re in your presence. By name, preferably.
- **Cleanliness of work area** – Our Club is an extension of a **member’s home**. ALL work areas should be PRISTINE—Free of clutter, dirt, debris, food particles, and personal effects.
- **Treating members and guests** (all ages)- All members and guests are greeted with smiles and names. This goes for the youngest of our members or the oldest.
- **Treating co-workers** – A positive work attitude is always a MUST. Treat each other with dignity and respect and confront any issues “head-on” to resolve them quickly (Please refer to our guiding principles).

Physical Property:

- **Golf Course** – 18 holes, PGA Tour, designed by Robert Trent Jones, Jr. One of only 2 courses in the state to hosts a PGA Tour event (LA Chitimacha Open).
- **Golf Academy-** Finest Golf Academy between Houston and New Orleans. It’s an indoor facility located next to the practice range.
- **Golf Practice Range:** One of the largest in the South.
- **Turn:** The food and beverage service bar for the golf course--- breakfast, drinks, burgers, etc. are served there.
- **Pool :** Located directly in front of the club. It’s open from Memorial Day to Labor Day.
- **Pool Cabana:** Food service to the pool--- snacks, frozen margaritas, and other beverages are sold here.
- **Course cabanas:** 2 food and snack cabanas on the course (#3 and #13). No hot food, just chips, alcohol, and beer.
- **Beverage Cart:** Roaming cart on the course to serve golfers with ice, beer, drinks, and snacks.
- **Grill:** Downstairs in the clubhouse- It’s open from 6 a.m. to 8 pm. Tuesday through Sunday. Breakfast, lunch, and dinner is served here. The grill is a casual dining area.
- **Chantilly Room:** Located upstairs in the club house. Events are held here and special dining occasions. Also, card groups play upstairs during the week.
- **Fitness:** Full service workout facility with a full time instructor (Lucia Ferrari).
- **Tennis Courts** – 2 plexi-pave, lighted courts. Leo Olivier can be called for lessons.

Member Events:

- **Holiday celebrations:** Brunches for Mother's Day and Easter. 4th of July Pool party, Labor Day golf games. Take out orders for Thanksgiving. New Year's Eve party.
- **Tues:** Two for One Entrees (Dine in Only). Two Fore One Scramble (seasonal)
- **Wed:** Wine Down Wednesdays, \$5 Burger Night
- **Thursday-** Family Night – Buffet- Kids 12 and under eat Free
- **Friday:** Lunch Buffet, Steak Night-Surf and Turf, Boiled Crawfish (Seasonal)
- **Saturday:** Lunch buffet with our famous fried chicken.

Blackout dates: Dates that are reserved for mandatory work attendance.

Employee Dates: Two employee outings are planned per year that may include a holiday function and a summer "day at the club" event.

Organizations:

- MGA- Men's Golf Association
- LGA- Ladies' Golf Association
- Cuvee Wine Club- Michael Parker
- Film Club- Lucia Ferrari
- Book Club- Carly Littell
- Action Adventure Club- Lucia Ferrari
- The club has an online business directory for members only