



Maple Hill Disc Golf  
100 Marshall St  
Leicester, MA 01524  
Maplehilldiscgolf.com

## Maple Hill Skillbridge Training Plan

### Skillbridge Position Development: **Maintenance Manager**

We are a small business and everyone wears many hats. Primary duties will include installation of erosion control solutions (primarily walls and drains), maintenance of previous installations, buildings, disc golf tee pads, and the course, customer service, and customer relations. Service member will also sit in on marketing meetings in order to learn all aspects of the business.

This is a 150-180 day program, ideally starting in the Spring (3/15 - 4/1)

### **Training Blocks**

- Disc Golf Course Engineer
  - Timeline: 3 months
  - Objective 1: Learn to design and implement disc golf hole design theory.
  - Objective 2: Learn to maintain walkways, erosion control projects, and other minor infrastructure that is required to operate a disc golf course.
  - Objective 3: Learn to develop and construct erosion control projects to minimize the impact of disc golfers to the woods and ponds.
  - Instructional Model: Work with course greenskeeper Gage Benson each morning reviewing yesterday's progress and discussing that day's training objectives. Implement the plans for the day or continue the current project after reviewing progress and implementation in the morning meeting.
  
- Customer Service Representative
  - Timeline: 1 month
  - Objective 1: Learn to work with and listen to individual customers in a pro shop setting to give them informed advice on ways to improve their game.
  - Objective 2: Learn to develop, implement, and evaluate multi-faceted corporate and private events.
  - Instructional Model: Work with general manager Ryan Daige to learn the point of sale software, customer flow, generating event leads and listening to customers needs and mapping out solutions for their event.



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- Event Planning
  - Timeline: 1 month
  - Objective: Learn the development of corporate/private events through joint discussions with potential clients, listening to their needs, fitting our resources to meet their needs. Develop and implement the event plan. Sit in on internal and external reviews to see what needs to be improved for the next time.
  - Instructional Model: Work with events manager Steve Dodge to learn the art of generating event leads, listening to customers needs and mapping out solutions for their event, and making it all happen.
  
- Marketing Meetings
  - Timeline: 2-3 weeks
  - Objective: Listen in on the marketing meetings to learn our culture and how we work to present ourselves to the world.
  - Instructional Model: Listen and learn at the bi-monthly marketing meetings.

In all areas of work (course, shop, events), we utilize an analytic grading rubric. We develop learning and outcome expectations. We evaluate progress and performance during the process, and we provide feedback on areas of both strengths and weaknesses so that both we and they can focus on improvement going forward.

Maple Hill Skillbridge Point of Contact

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