Booking a Tee Time - Staff

2017 - Fall Edition

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Overview

As a staff member, you may need to **book, edit**, or **cancel** a **Tee Time** reservation on behalf of members. You can easily do so directly from the **Tee Time Admin Dashboard.**

Use Case(s)

- **As an Admin, I would like to book, edit, and cancel Tee Time reservations for members.**

Accessing the Tool

To get started, access the **Tee Times Admin Dashboard.**

This will launch the Tee Times calendar, which mirrors the Member Tee Time Calendar.

Calendar Overview

The calendar will default to today's date. You may change the date by using the **datepickers** above the calendar.

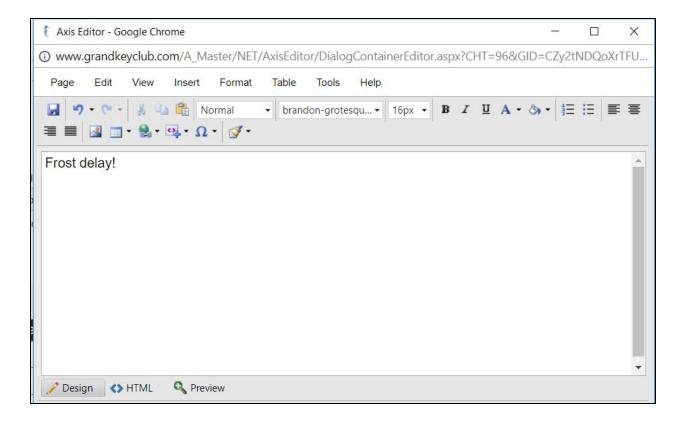Below the datepickers, there will be two click to edits for **Daily Notes** and for **Proshop Only Notes.**

Daily Notes are visible to members, and is typically used for course notifications.

Proshop Only Notes are only visible to staff members, and is typically used for communications geared towards staff.

Click on the click to edit to open the **Editor**.

Within the editor, you may add text, imagery, and hyperlinks. To learn more about editing content within the editor, please review our Editor Article.

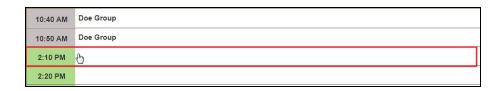The Admin Tee Times calendar will list all available tee times for the courses you may have.

Reserved times will list who the reservation is for, along with any details on the reservation like: guests and transportation type.
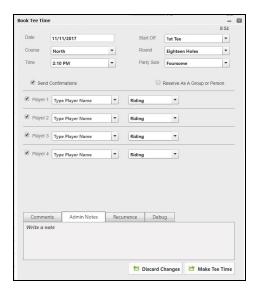

Booking a Tee Time

To book a tee time, **click** on **any time** that is open.

Note: *you cannot make reservations for times in the past.*

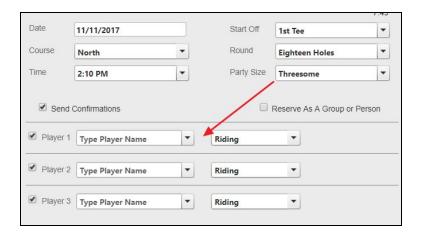This will launch the **booking window.**

At the top left of the booking window there will be a **counter**, which is counting down. This shows the amount of time you have to make the reservation and holds the spot while entering in reservation details so another member, or staff member, cannot book this spot while entering in details.

At the top of the booking window you may change the **date of the reservation, the course, the time, the starting tee, rounds,** and **party size.**

Once you change the party size the **Player** section below will update accordingly.

Next, fill out the player section.

In **Player 1,** enter in the name of the member that you're making the reservation on behalf of.

To do this, **type** the **last name of the member, then a comma, then their first name.** Their name will then appear in the list.
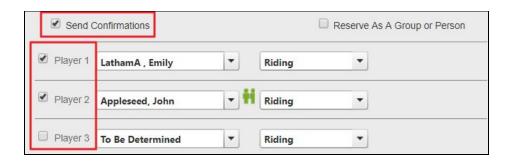

Click on the **member's name** to add to the reservation.

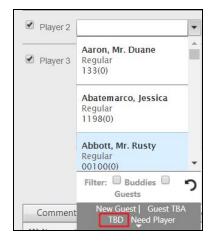Continue adding any known members to the reservation **Player** fields.

Next to each **Player** field there will be a checkbox which is associated with the **Send Confirmations checkbox**. When all checkboxes are enabled, members and guests with receive **emails** from the system for when the tee time is made, if edits are made, or if a cancellation occurs.

Adding Guests/TBDs/Need Player

You may leave Player spots as **TBDs** if the other patron's are unknown.

To do this, you may leave the spots as **'Type Player Name'**, or using the **dropdown** within the Player spot **click** on **TBD**.
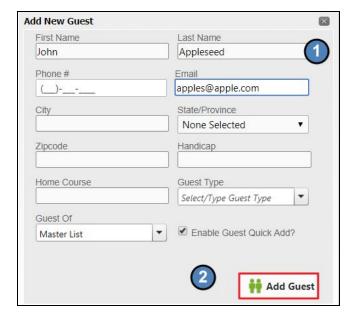
If a member is bringing a guest and you have the guest information, **click** on **New Guest.**
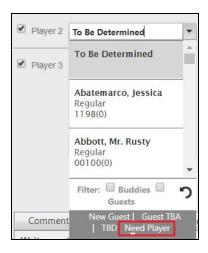

This will launch the **Guest** Information window where you may add information on the guest. This will store the guest's information so members can easily add guests next time, and so you can store the information in the Guest Manager.

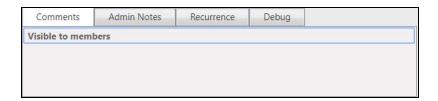Add the guest information as follows and **click Add Guest.**

If the member would like to leave a player spot open for another member to join the game, then choose **'Need Player'.** This will allow members to join the tee time.

Tee Time Comments/Recurrence

At the bottom of the booking window you will have options to leave **Comments**, **Admin Notes**, and set up a **recurring tee time**.

The **comments** tab is meant for members and any comments left here will be visible to the members on the reservation.
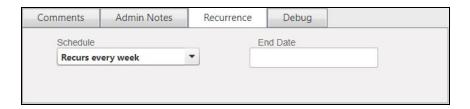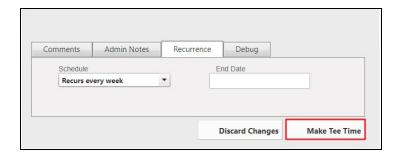
Admin Notes can only been seen by staff members, and is therefore used to leave internal notes on the tee time or any directions for staff.

The **recurrence** tab allows you to set up a recurring team time for the party.

Once you are ready to make the reservation, **click Make Tee Time**.

The page will refresh and you will now be able to see the reservation on the Tee Times Admin Calendar and on the Member Tee Times Calendar.

Editing/Canceling Reservations

You can easily edit Tee Time reservations directly from the Admin Tee Times calendar within the Tee Times Admin Dashboard.

Click on the **reservation** you wish to **edit** from the **calendar**.

This will launch the **booking window**.

From here, you can make edits on any of the options within the booking window.

Click Update Tee Time once changes have been made.

Canceling

To **cancel** from the booking window, simply **click Cancel Tee Time**.

You may also cancel a reservation directly from the Calendar by **clicking** on the **arrow** to the right of the reservation.

Then, **click** on the **trashcan icon** to remove the Tee Time.