

# WESTERN CAPE ANNUAL AWARDS

## CLUB PROFESSIONAL

Louis Bester

Hermanus Golf Club

**1. What is your current job title?**

Golf Operations Manager.

**2. How long have you been in your current position?**

Two and a half years.

**3. What have been the key deliverables of your position the past 12 months?**

I'm blessed to have a great Committee, General Manager and Golf Operations team, and together we all work well to achieve the set goals. Being satisfied and motivated are key aspects of achieving one's goals and creating a good working culture amongst the employees and setting achievable goals has helped to create a positive working environment.

There are currently several projects underway at our club, and all are running on or ahead of schedule. All these projects are to enhance the enjoyment for the player and staff alike.

**4. How do you see the implementation of Safeguarding on your position and the industry?**

Everyone should be able to enjoy golf in a safe environment. We all have a responsibility to protect and safeguard children and adults at risk. The club and all its employees should always make a conscious effort to keep everyone safe.

**5. Please give us a brief outline of the path you took to lead you to your current position?**

I joined the PGA in 2006 as Julian Shaw's apprentice at Hermanus Golf Club. My responsibilities were divided between the Pro Shop and lessons. In 2013, I decided to move into the operational side and was appointed as the Golf Operations Manager at Arabella Golf Club. In 2014, an opportunity arose for me as Golf Director at Nkana Golf Club in Zambia and I was later, promoted to General Manager of the club. After my time in Zambia, I worked as a consultant and assisted at various clubs in Central Africa. Everything came full circle and I returned to my home club, Hermanus Golf Club, in December 2020 where I was appointed as Golf Operations Manager.

**6. Why do you feel that you would be a good candidate to win this award?**

First and foremost, I would like to thank everyone who nominated me - it is an honour! I like to get my hands dirty and go the extra mile for my team and club. When you lead your team with dedication and commitment, they will be an extension of you. Great satisfaction to me is when everything runs well and the members and visitors have a great time, while they are at our establishment. However, sometimes things don't run precisely according to plan, but I have a great team who can handle any situation, thereby ensuring that the members and visitors are satisfied and have an enjoyable experience at our club.

I extend deep gratitude to Rondebosch Golf Club, its members, management, and EXCO for providing me with a platform to grow and mature into the professional I am today. I would also like to extend gratitude and respect to each PGA member in the Western Cape Region for kindly acknowledging my participation within the industry. I feel extremely proud to be a part of this PGA community, provincially and nationally. This nomination and the possibility of winning is a huge step up for women in golf and especially women in management within the industry. I hope to continue my participation within the industry, growing my network and uncovering new ways to contribute to the growth and success of the PGA.

**7. How do you promote a career in golf and the PGA to people who aspire to a career within the industry?**

When I see someone (a young golfer in particular) that loves the game as much as I do, I will plant the seed with them to consider a career in the golfing industry. It is important to explain all the avenues that are available to them within the industry. If they are a good golfer, joining the PGA is the first prize. There are career options available to individuals who may not be good golfers but enjoy the great outdoors and have a love for the game and working with people.

