

# Caddy Dashboard Guide - Complete User Manual

## Welcome Caddies! ■■■

This guide will help you master the MciPro Caddy Dashboard and make your job easier.

## ■ Getting Started

### First Time Login

- 1. Open MciPro platform on your phone
- 2. Click **"Log in with LINE"**
- 3. Confirm authentication in LINE app
- 4. You'll see your personalized Caddy Dashboard

### Your Dashboard URL

```
https://mcipro-golf-platform.netlify.app
```

**Tip:** Save this as a bookmark on your phone's home screen!

## ■ Dashboard Overview

### Your Profile Section (Top)

Your Name (PAT-023)

Rating: 4.8 / 5.0

Status: OFF-DUTY / ON-DUTY

GPS: Connected ✓

## Today's Overview

- **Current Status:** On-duty / Off-duty
- **Today's Rounds:** Number of assignments
- **Next Assignment:** Time and golfer name
- **GPS Tracking:** Connection status

## Quick Stats

- This week's rounds
- This month's tips total
- Your average rating
- Total assignments completed

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## ■ Daily Operations

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### 1. Clocking In for Your Shift

**Steps:**

1. Arrive at golf course
2. Open dashboard
3. Toggle status to **"ON-DUTY"**
4. GPS tracking starts automatically
5. You're now visible to Caddy Master for assignments

**Your Status Colors:**

- ■ **Green (On-Duty):** Available for assignments
- ■ **Red (Off-Duty):** Not available
- ■ **Yellow (Assigned):** Currently with golfers
- ■ **Blue (On Break):** Short break, still on shift

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### 2. Viewing Your Schedule

**Today's Tab:**

■ ■ Today's Schedule ( 3 rounds ) ■

■ ■	09:00 AM - Tee #1	■
■ ■	Mr. Johnson + 3 players	■
■ ■	Status: Confirmed	■
■ ■	11:30 AM - Tee #10	■
■ ■	Ms. Chen + 1 player	■
■ ■	Status: Confirmed	■
■ ■	02:00 PM - Tee #1	■
■ ■	Mr. Williams + 3 players	■
■ ■	Status: Pending	■

**Week View:**

- See all assignments for the week
- Plan your schedule
- Check rest days

**Assignment Details:**

- Tee time
- Golfer name and group size
- Starting hole (tee)
- Special requests
- Cart number (if applicable)

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### 3. Receiving New Assignments

**Notification Flow:**

1. **LINE Notification:**

...

■■ New Assignment!

Time: 11:30 AM

Golfer: Ms. Chen

Players: 2

Tee: Hole #10

Tap to view details

...

**Accept Assignment:**

- Open dashboard
- View assignment details
- Click "**Accept**" or "**Decline**" (with reason)
- Caddy Master gets notified

**Confirmed:**

- Assignment added to your schedule
  - Golfer profile visible
  - GPS tracking enabled for round
  - Timer starts at tee time
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## 4. Starting a Round

**Pre-Round (15 minutes before):**

1. Dashboard shows "**Upcoming in 15 min**" alert
2. Check golfer preferences:
  - Handicap level
  - Preferred language
  - Special notes (injuries, preferences)
3. Prepare equipment
4. Head to assigned tee

**At Tee Time:**

1. Dashboard shows "**START ROUND**" button
2. Meet golfers at tee
3. Click "**Start Round**"
4. GPS tracking begins
5. Status changes to "**ON-COURSE**"

**What Happens:**

- Caddy Master sees you're on course
  - Round timer starts
  - GPS shows your location on course map
  - You can't be assigned new rounds until finished
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## 5. During the Round

**Live Features:****GPS Tracking:**

- Your location shown on course map

- Caddy Master can see you're active
- Safety feature (emergencies)
- Automatic distance calculations

## Round Timer:

■■ Round in Progress

Started: 09:00 AM

Duration: 2h 15min

Current Hole: 12

## Quick Notes:

- Record important details
- Golfer preferences
- Special requests
- Issues encountered

### Emergency Button:

- Red SOS button always visible
- Alerts Caddy Master immediately
- Sends your GPS location
- Use for medical/safety emergencies only

## 6. Ending a Round

### At 18th Hole:

1. Click "**END ROUND**" button
2. Round summary appears
3. Fill in details:
  - Actual end time
  - Golfer satisfaction (your assessment)
  - Any notable events
  - Tip received (optional to record)

## Round Summary:

[illegible]

■	Duration: 3h 30min	■
■	Holes: 18	■
■		■
■	Your Notes:	■
■	Great group, excellent pace	■
■		■
■	Tip Received: ■500 (Optional)	■
■		■
■	[ Submit & End Round ]	■

**After Submission:**

- Round added to history
- GPS tracking stops
- Status returns to "ON-DUTY"
- Available for new assignments
- Golfer can rate you

# 7. Tips & Earnings

**Tracking Your Tips:**

**Today's Tips:**

■	Today: ■850
	Round 1: ■300
	Round 2: ■200
	Round 3: ■350

**This Week:**

■	This Week: ■4,200
	Monday: ■600
	Tuesday: ■800
	Wednesday: ■750
	Thursday: ■900
	Friday: ■1,150

**This Month:**

■ October: ■15,450

Average per round: ■428

Total rounds: 36

Best day: Oct 15 (■1,200)

## Recording Tips:

- Optional feature
- Private (only you see amounts)
- Helps track your earnings
- Monthly summaries available
- Export for your records

## 8. Clocking Out

### End of Shift:

1. Finish all assigned rounds
2. Return to caddy area
3. Open dashboard
4. Toggle status to **"OFF-DUTY"**
5. GPS tracking stops
6. No more assignments until you clock in again

### Daily Summary:

[illegible]

■ ■ Shift Complete! ■

[illegible]

Hours Worked: 8h 30min

■ Rounds: 3 ■

■ Tips: ■850 ■

Rating: 5.0 avg today

Downloaded from <http://ajph.org/> on November 10, 2014

■ Great work! See you tomorrow ■ ■

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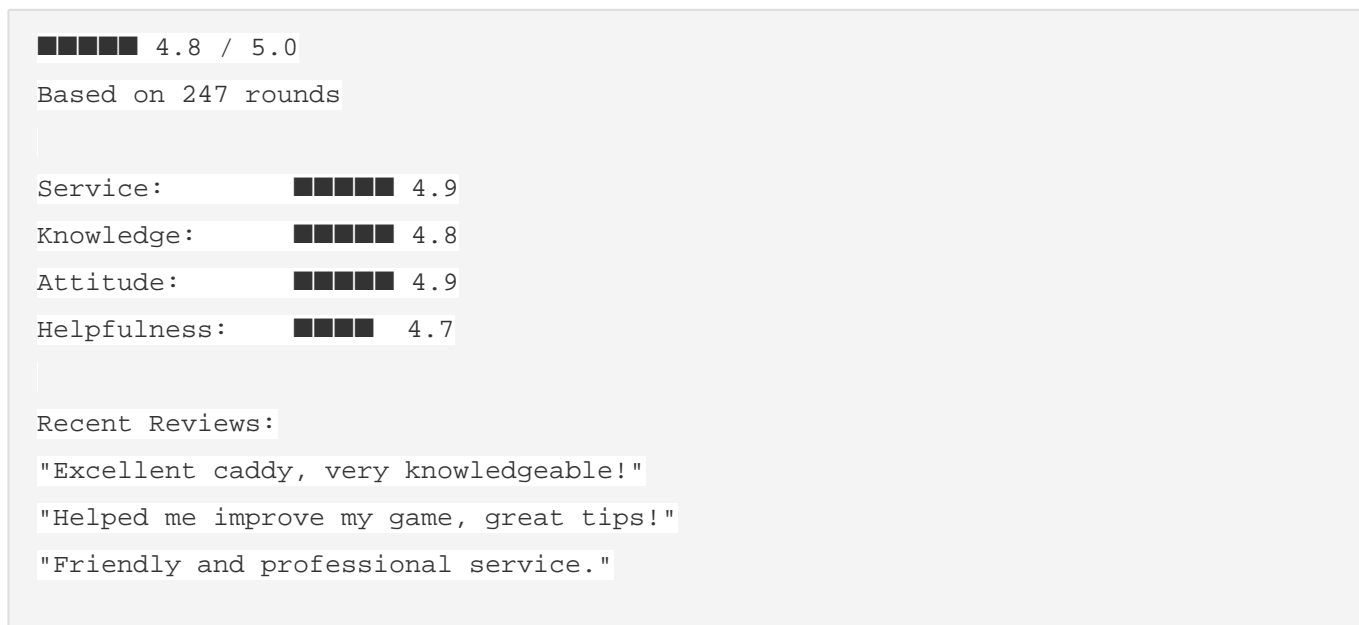
## ■ Rating System

## How Ratings Work

### After Each Round:

- Golfers can rate you 1-5 stars
- They rate: Service, Knowledge, Attitude, Helpfulness
- Optional written feedback
- Your average rating updates

### Your Rating Profile:



### Benefits of High Ratings:

- Priority for VIP assignments
- More golfer requests
- Better tip averages
- Recognition from management
- Bonus opportunities

### Improving Your Rating:

- Be punctual
- Know the course well
- Be friendly and professional
- Provide helpful advice
- Respect golfer preferences
- Keep pace of play
- Handle equipment carefully

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## ■ Your Statistics

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### Performance Metrics



**Rounds:**

- Total rounds completed
- Rounds this month
- Rounds this week
- Average rounds per day

**Earnings:**

- Total tips (if tracked)
- Average tip per round
- Best day earnings
- Monthly comparisons

**Ratings:**

- Overall average
- Category breakdowns
- Rating trend (improving/steady)
- Recent feedback

**Activity:**

- Total hours worked
- Average round duration
- On-time percentage
- Cancellation rate

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## ■ ■ GPS & Course Features

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### GPS Tracking

**Why GPS?**

- Safety monitoring
- Course management
- Assignment verification
- Emergency response
- Performance analytics

**How It Works:**

- Automatic when round starts
- Updates your location every 30 seconds
- Shows which hole you're on
- Caddy Master can see all caddies on map
- Stops automatically when round ends

**Privacy:**

- Only tracked during active rounds
- Only Caddy Master sees your location
- No tracking when off-duty
- Can be disabled in emergencies only

**Battery Saving:**

- Uses low-power GPS mode
  - Optimized for all-day use
  - Dashboard shows battery level
  - Warnings if battery low
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## ■ Mobile App Tips

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### Best Practices

**Phone Setup:**

- Keep LINE app updated
- Enable notifications
- Allow location access
- Keep battery charged
- Use power saving mode if needed

**During Rounds:**

- Keep phone accessible
- Don't miss assignment notifications
- Check dashboard during breaks
- Update status promptly

**Data Usage:**

- App uses minimal data
  - GPS works offline (course maps cached)
  - WiFi available in clubhouse
  - Mobile data recommended on course
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## ■ Pro Tips from Experienced Caddies

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### Maximize Your Earnings

1. **Be Early:** Always 10 minutes before tee time

2. **Professional Appearance:** Clean uniform, groomed
3. **Course Knowledge:** Know every hole, hazard, green
4. **Read Golfers:** Adapt to their style and needs
5. **Positive Attitude:** Smile, be encouraging
6. **Handle Clubs Carefully:** Shows respect and care
7. **Pace of Play:** Keep rounds moving smoothly
8. **Weather Preparedness:** Bring essentials, be ready
9. **Language Skills:** Use English + Thai when needed
10. **Follow Up:** Thank golfers, invite them back

## Get More Assignments

- Accept assignments promptly
- Maintain high ratings
- Be available during peak times
- Build good reputation with golfers
- Show up for all scheduled rounds
- Minimize cancellations
- Be flexible with tee times

## Build Repeat Business

- Remember golfer preferences
- Provide excellent service consistently
- Be memorable in positive ways
- Ask for feedback
- Improve based on comments

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## ■ Emergency Procedures

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### Using SOS Button

**When to Use:**

- Medical emergency (golfer or yourself)
- Serious injury
- Severe weather emergency
- Lost golfer
- Equipment emergency
- Any safety threat

**What Happens:**

1. You click red "**SOS**" button
2. Alert sent to Caddy Master immediately
3. Your GPS location shared
4. Emergency protocol activated
5. Help dispatched to your location
6. You receive confirmation help is coming

**DO NOT Use For:**

- Minor issues
- Questions about assignments
- Equipment preferences
- Normal round problems
- Non-emergencies

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## ■ Getting Help

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### Contact Hierarchy

**For Assignment Questions:**

- Contact Caddy Master directly
- Use dashboard messaging
- Call caddy office

**For Technical Issues:**

- Check troubleshooting guide first
- Contact IT support
- Email: [support@mcipro.com](mailto:support@mcipro.com)

**For Account Issues:**

- Contact your manager
  - Visit staff office
  - Bring your phone
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# ■ Daily Checklist

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Print and keep this handy:

- Morning Routine
    - Arrive on time
    - Clock in (ON-DUTY)
    - Check today's schedule
    - Review assignments
    - Check phone battery
    - Verify GPS connected
  - Pre-Round (Each Round)
    - Check assignment details
    - Review golfer profile
    - Prepare equipment
    - Arrive at tee 10 min early
    - Click "Start Round"
  - During Round
    - GPS tracking active
    - Provide excellent service
    - Monitor time/pace
    - Take notes if needed
  - Post-Round (Each Round)
    - Click "End Round"
    - Complete round summary
    - Record tip (optional)
    - Thank golfers
    - Return to caddy area
  - End of Day
    - Complete all assignments
    - Clock out (OFF-DUTY)
    - Review day's performance
    - Check tomorrow's schedule
    - Charge phone overnight
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## ■ Quick Links

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- **Login:** <https://mcipro-golf-platform.netlify.app>
  - **Registration Guide:** [../staff-registration/HOW\\_TO\\_REGISTER.md](#)
  - **Troubleshooting:** [../troubleshooting/COMMON\\_ISSUES.md](#)
  - **Caddy Master Contact:** [Your caddy master info]
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## ■ Additional Resources

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### Training Materials

- Course layout map
- Yardage book
- Club selection guide
- Weather handling tips
- Customer service training

### Policies

- Dress code
  - Conduct guidelines
  - Tip policies
  - Schedule policies
  - Leave/time-off requests
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## ■ Frequently Asked Questions

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### Q: How do I change my availability?

A: Toggle your status to ON-DUTY when available, OFF-DUTY when not.

### Q: Can I decline an assignment?

**A:** Yes, but provide a valid reason. Frequent declines affect your assignment priority.

**Q: What if I'm running late?**

**A:** Notify Caddy Master immediately through dashboard messaging. They can reassign if necessary.

**Q: How are assignments distributed?**

**A:** Based on: availability, ratings, golfer requests, fairness/rotation, experience level.

**Q: Can golfers request me specifically?**

**A:** Yes! High ratings lead to more direct requests.

**Q: What if GPS isn't working?**

**A:** Check location permissions, restart app, notify Caddy Master, can still complete round manually.

**Q: How do I see my schedule for next week?**

**A:** Dashboard → Schedule → Select week view.

**Q: Can I swap assignments with another caddy?**

**A:** Contact Caddy Master for approval. Both caddies must agree.

**Q: What if golfer doesn't tip?**

**A:** Tips are appreciated but not required. Maintain professionalism regardless.

**Q: How do I improve my rating?**

**A:** Provide excellent service, be professional, punctual, knowledgeable, friendly. Ask for feedback.

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**Questions?:** Contact your Caddy Master or Manager