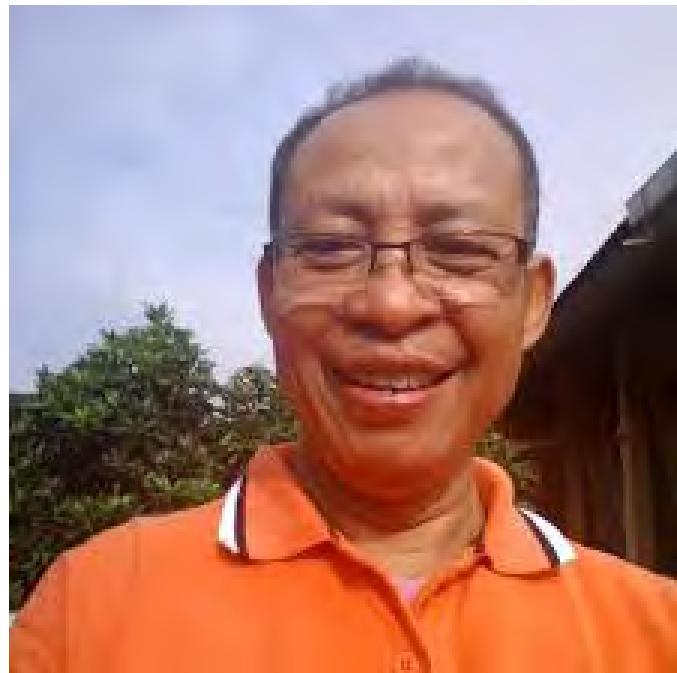


9/15/2018



SPHM
HOSPITALITY

CLUB FORMS – ADMINISTRATIVE



By: | Agustinus Agus Purwanto, SE MM



Series 100

Club Forms - Administrative

SPHM Golf & Country Club

Individual Training File

Name:

Department(s):

	Date	Name of Class	Instructor
1			
2			
3			
4			
5			
6			
7			
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21			
22			
23			
24			
25			
26			

SPHM Golf & Country Club

Member Adjustment Form

Member Name:

Member #:

Date:

Time:

Sales Account Adjustment Made To:

Amount:

Problem that Resulted in Adjustment (Please describe fully):

Problem that Resulted in the Adjustment (Please describe fully):

Factors Contributing to Problem:

Proposed Solution(s) to Problem:

Employee Reporting Problem:		Department:		
General Manager Signature:		Date:		
SPHM Club Form 105				Effective 10/10/18

SPHM Golf Course & Country Club

Manager on Duty (MOD) Report

Date:

MOD Name:

Time on Duty:

 Arrive at Club. Get cellular phone from Administrative Office. Notify Golf, Tennis, Activities, F&B. Let them know that you are the MOD and give them the cellular # to reach you. Make first walk-about. Begin Time: _____ End Time: _____ List Daily Activities and Events: Turn House opened on time? Comments: Beverage Cart running? Comments: Locker Room staffed? Comments: Dining Room opened on time: Comments: Make second walk-about. Begin Time: _____ End Time: _____ Make third walk-about. Begin Time: _____ End Time: _____**Walk-About Checklist**

Walk through all Club facilities, greet employees, ask questions, offer assistance where necessary, make sure everyone knows you are MOD and how to reach you. A major function of being MOD is to maintain a highly visible presence for members and employees.

Check all rest rooms for cleanliness and supplies.

Check for cleanliness wherever you go. Report areas needing attention to housekeeping. Pay particular attention to building entrances.

Check grounds. Check ash urns. Report areas needing attention to housekeeping or maintenance.

Make sure all areas of the Club that should be open are opened on time and are properly staffed. Of particular concern are the Turn House, Beverage Cart, Golf and Tennis Pro Shops, Pools, Family Activities Center, Locker Rooms, and Dining Room.

Eat in Club Dining Room. Fill out comment card and turn in with this report.

Meet and greet members and guests.

Between walk-about, you may work in your office, but remain available for problems and issues.

Problems/Concerns/Comments

MOD Signature:

Time off Duty:

SPHM Golf & Country Club

Roster of Management Contact Information

Position	Incumbent	Club Phone Number	Extension Number	Cellular Number	FAX Number	Pager Number	Home Phone Number	e-mail Address
General Manager								
Clubhouse Manager								
Facilities Manager								
Human Resources Manager								
Chef								
Sous Chef								
Pastry Chef/Baker								
Dining Svcs & Catering Manager								
Dining Room Manager								
Head Golf Professional								
1st Asst. Professional								
2nd Asst. Professional								
3rd Asst. Professional								
Director of Tennis								
Asst. Tennis Pro								
Golf Course Superintendent								
Asst. GC Superintendent								
Membership Director								
Membership Coordinator								
Activities Director								
Asst. Activities Director								
Club Controller								
Club Accountant								
Merchandise Manager								
Community Coordinator								

Serious Incident. A Serious Incident is any situation involving members, guests, or employees that could undermine the standing and reputation of the Club. Examples would be violations of Alcoholic Beverage Laws, Club Rules and Regulations, significant lapses in service that cannot be rectified by staff, intoxicated or unruly members/guests, altercations involving staff, and any other situation that staff feels uncomfortable or ill-equipped to handle.

Date of Incident:	Time of Incident:
Location of Incident:	
Names of Member(s)/Guest(s) Involved:	
Names of Employee(s) Involved:	

Description of Incident (Please give all pertinent details):

Resolution of the Incident (What was the end result?):

Manager on Duty Signature:

Date:

SPHM Golf & Country Club

Traffic Analysis Sheet

Item to be Tracked: _____

Day/Date: _____

Time	Hour to Hour Increments	Half Hour to Half Hour Increments	Total Traffic
7 a.m.			
7:30			
8 a.m.			
8:30			
9 a.m.			
9:30			
10 a.m.			
10:30			
11 a.m.			
11:30			
Noon			
12:30			
1 p.m.			
1:30			
2 p.m.			
2:30			
3 p.m.			
3:30			
4 p.m.			
4:30			
5 p.m.			
5:30			
6 p.m.			
6:30			
7 p.m.			
7:30			
8 p.m.			
8:30			
9 p.m.			
9:30			
10 p.m.			
10:30			
11 p.m.			
11:30			
Midnight			

SPHM Golf & Country Club

Training Class Attendance Sheet

Class Name:	Date:	Time:
Instructor:		

Attendee Names	Signature
1	
2	
3	
4	
5	
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