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SPHM
HOSPITALITY

SNACK BAR OPERATION



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Series 300

Golf - Snack Bar Operation

Subject: Beverage Cart Operations

F&B-301

- A. Policy. It is the policy of the Club that the Beverage Cart will operate on the golf course in a professional manner, providing members with snack service and other amenities, with minimal interference and impact on the play of golf.
- B. Responsibilities
1. The Club food and beverage manager is responsible for the operation of the beverage cart. This includes scheduling, establishing all operating procedures, hiring and training of staff, menu, pricing, control of inventory and charge slips, and careful coordination with the Head Golf Professional and other golf operations staff.
 2. All operating procedures will be coordinated with the Head Golf Professional and be approved by the General Manager.
- C. Procedures
1. Getting Started
 - a. The Beverage Cart Attendant must arrive on time and in proper attire. Dress for Beverage Cart Attendant must meet the minimum standards of dress for play on the golf course. See attached golf attire policy.
 - b. The Attendant must punch in at the cart barn.
 - c. The Attendant must have all necessary supplies:
 - (1) Several pens for members to sign charge slips.
 - (2) A small clipboard upon which charge slips will be presented to members for signature.
 - (3) Charge slips.
 - (4) A large clipboard for tee sheet, Time of Play Chart and other papers.
 - (5) A Beverage Cart Daily Sales Sheet, [SPHM Form 407].
 - (6) A logoed Club cap.
 - (7) Sunscreen, if sunny.
 - (8) An umbrella, if threatening rain.
 - (9) Several empty plastic trash bags.



Food & Beverage Policies

- (10) Several clean towels. Get these from the cart staff.
- d. The Attendant must get a copy of the tee sheet for the day and a Time of Play Chart from the golf pro shop. Place these on the large clipboard. Note any VIPs on the course – Always greet these guests by name. Inform pro shop that you are on duty and the hours you'll be operating the beverage cart. Any changes or deviations to this schedule must be communicated to the pro shop staff.
 - e. Get a radio from the pro shop. Test to ensure you have clear communication with pro shop.
 - f. Check out the Beverage Cart from the Cart Barn. Make sure there is sufficient gas – at least a half a tank. Otherwise, have one of the cart staff fill up the gas tank. Make sure the Beverage Cart is clean. Hose off and wipe down as necessary.
 - g. Drive to Turn House. Park cart on right side of concrete apron, ensuring that you do not block access to the rest rooms.
 - h. Draw inventory from Turn House Attendant. The Turn House Attendant is responsible for keeping track of all issues, reissues, and returns on a Beverage Cart Issue Sheet, [Club Form 406].
 - i. Ice up cart. Use ice scoop. Place scoop in the scoop slot in the ice bin when not in use.
 - j. Make sure you have at least 50 blank charge slips. If not, draw additional slips from Turn House.
 - k. Weather related items:
 - (1) Fill air pots with coffee and hot water for tea when forecasted temperature is 60 degrees or below. Also stock creamer, sugar, stirrers, coffee cups, and lids for hot beverage service.
 - (2) Stock rolled washcloths in cooler of iced water when temperature is forecasted for 85 degrees or more.
 - l. Make sure menu is posted under lid of cart. If dog-eared, dirty, or otherwise unsightly, replace menu with new one.
 - m. Call pro shop on radio and inform them that you are heading out on the course. Note your start time on the Beverage Cart Daily Sales Sheet.
2. Making Rounds
- a. Make rounds of the course. When driving the course, always drive against the flow of traffic, i.e. drive the course backwards.

- b. Keep track of all sales by placing a tick mark on the Beverage Cart Daily Sales Sheet. At the end of the day, note your end time and tally all sales by item. Multiply the sales price of each item by the number sold to determine total sales by item for the day. Add all item sales to compute Total Sales for the day. Divide Total Sales for the day by your total time to find your sales per hour. You are responsible for accurately keeping track of all sales and correctly computing the day's sales and sales per hour statistic.
 - c. Do not leave your cart unsecured and unattended.
 - d. Return to Turn House to restock as necessary.
 - e. Notify pro shop any time you leave course.
 - f. If you need to use the rest rooms, use those on the course, but wait until golf foursomes pass the rest stops so as not to interfere with member use of rest rooms.
 - g. Whenever you pass the rest rooms, stop and check on their cleanliness. Pick up trash and straighten as necessary. If rest rooms are out of supplies (toilet paper, soap, hand towels) or need major cleaning, report this to the pro shop via the radio.
 - h. If you need help of any sort, radio the pro shop.
 - i. Notify pro shop by radio if you notice any delays in play, i.e., empty holes followed by several groups bunched up with players having to wait to hit their next shot.
 - j. On your last round of the day, inform golfers that this is your last pass. Give them a last call for the beverage cart.
 - k. Notify pro shop when you are heading in for the day.
3. Threatening Weather
- a. Frequent thunderstorms in this area during certain seasons pose a hazard to golfers and others who are outdoors and unprotected.
 - b. Should a thunderstorm threaten (as evidenced by low dark clouds, thunder, and lightning), the Beverage Cart Attendant should:
 - (1) Drive the beverage cart to the nearest of the following:
 - (a) North course rest rooms (between holes #4 and #5),
 - (b) South Course rest rooms (between holes #13 and #14),
 - (c) Turn House, or
 - (d) Cart barn.

- (2) Pull the cart under the shelter of the roof of one of these structure or, if there is insufficient room, leave the cart in the open and go under the roof line yourself.
 - c. If there is immediate danger of thunder and lightning, leave the cart and find the lowest spot of ground and lie down in that spot. Do not stand under trees as their height may attract a lightning strike.
4. When Finished for the Day
 - a. Return to Turn House and break down cart, i.e. put everything away. Return unsold items to the Turn House Attendant. The Turn House Attendant will complete the Daily Inventory Sheet.
 - b. Using the Turn House Point of Sale terminal enter all charge tickets into the system. Avoid interfering with the Turn House Attendant's servicing of members. Initial each charge ticket as it is being entered.
 - c. Place all charge tickets and the completed Beverage Cart Daily Sales Sheet in the clear plastic ziploc bag. Turn these items in to the golf pro shop.
 - d. Take the Beverage Cart to the Cart Barn and clean cart with pressure washer and damp cloth. Wipe down vehicle including canvas top with a dry towel.
 - e. Punch out at cart barn.
5. Inventory
 - a. A standard par stock of inventory has been developed for the Beverage Cart and is shown as an attachment to this procedure. The standard par stock will comprise the initial issue of inventory from the Turn House. Additional stock can be drawn as necessary from the Turn House.
 - b. Additional items to carry on cart at no charge: band-aids, tees, pencils, and scorecards
 - c. Additional items to carry on cart to sell: Sunscreen, antacid, aspirin, and golf balls.
 - d. The Turn House Attendant is responsible for keeping track of Beverage Cart inventoried issued and returned. The Beverage Cart Attendant is responsible for tracking and entering all sales in the point-of-sale computer. Both inventory and sales will be compared by the food and beverage manager to ensure accountability.
6. Member Service
 - a. A 15% service charge and 6% sales tax is included in the price of each item on the cart.



- b. You may not under any circumstances solicit tips. If you do, you will be terminated. However, you may graciously accept any cash tips offered you.
 - c. Get out of the cart when anyone approaches. Do not remain seated when speaking to a member or guest. Do not let approaching members see you slouched on the seat with your feet up.
 - d. Be cheerful, upbeat, and friendly. If players look hot or tired, offer them a wet towel. Wring excessive water out of towel before handing it to member.
 - e. Speak to members. Be engaging. Develop your own “patter” or phrases that you’re comfortable with in speaking to members. For example:
 - (1) “Good afternoon, gentlemen! What may I get you?”
 - (2) “It’s hot today! How about some iced water?”
 - (3) “I’ve got some hot coffee to warm you up on this chilly morning!”
 - f. Cheerfully greet any players. If you know their name, greet them as Mr. Smith or Mrs. Jones, etc. Refer to the copy of the Tee Sheet to help recognize members by name.
 - g. Be prepared to tell them what you have on the cart. This means that you need to keep track of your inventory. Don’t ever be in a position of offering a particular brand and then apologizing because you’re out of it.
 - h. Use clean towels to wipe off beverage cans before giving them to members. This little touch shows our commitment to service.
 - i. When they sign a charge slip, make sure you can read their name. If you can’t, ask them politely to tell you their name. Once you associate a name with a face, make an effort to remember the name in the future.
 - j. After they have signed their charge slip, thank them, and wish them a good day or a good round, etc.
 - k. If someone tries to pay with cash, politely inform them that sales are by member charge only. You might also add that you do not carry any cash with which to make change.
7. Golf Etiquette. Practice good golf etiquette when driving the cart.
- a. Stop for groups who are hitting the ball. Always stop a good distance away and stay out of the line of any shot.
 - b. Allow your engine to shut off when players are hitting. The noise may prove to be a distraction.

- c. If you see where a player's shot goes into the woods, wait there and point it out for him.
- d. Do not talk if players are hitting or putting. If asked a question by a member while others are hitting, answer quietly so as not to disturb play.
- e. Pay attention. Be knowledgeable. Be prepared to answer any questions a member or guest may have.
- f. If you get a request for something we don't carry, note it on the Beverage Cart Daily Sales Sheet.
- g. If someone complains to you about anything (even if it doesn't have anything to do with beverage cart service), note it on the Beverage Cart Daily Sales Sheet.

Subject: Turn House Operations

F&B-302

- A. Policy. It is the policy of the Club that the Turn House will operate in a professional manner, providing members with snack service and other amenities, with a high level of courtesy and efficiency.
- B. Responsibilities
1. The Club Dining Services Manager is responsible for the operation of the Turn House. This includes scheduling, establishing all operating procedures, hiring and training of staff, menu, pricing, and control of inventory and charge slips.
 2. The General Manager will approve all operating procedures.
- C. Information
1. Appropriate Dress
 - a. The prescribed uniform for Turn House attendants is:
 - (1) A Club golf shirt (provided).
 - (2) Khaki shorts, slacks, or skirt.
 - (3) White crew socks or bootie socks.
 - (4) Clean tennis shoes, running shoes, or sneakers.
 - (5) A Club logoed ball cap (provided).
 - b. Dress Do's and Don'ts:
 - (1) Clothing must be clean and unwrinkled.
 - (2) Shirttails must be tucked in.
 - (3) No excessive jewelry or makeup.
 - (4) Cap must be worn properly – not backwards.
 - (5) Skirts or shorts must not be too short. Hemlines several inches above the knee are acceptable.
 2. Responsible Beverage Service

- a. Beverage Service. Serving alcohol is a privilege that is granted the State. Along with this privilege comes the duty to operate our business in a responsible manner. Abuse or neglect of this privilege could jeopardize public safety and cause considerable liability to both the Club and employees.
- b. Refusing Service
 - (1) Employees are required to refuse service or cease serving an intoxicated member. Signs that a person may be intoxicated include the following recognizable behavioral characteristics:
 - (a) Slurred or thick-tongued speech.
 - (b) Inability to focus eyes.
 - (c) Glassy, bloodshot eyes.
 - (d) Strong smell of alcohol on breath.
 - (e) A change in behavior such as impulsive aggression or loss of inhibition, becoming more/less talkative, or alternating silent/loud voice.
 - (f) Change in color of facial skin – turning pale or flushed.
 - (g) Loss of physical motor skills – staggering or stumbling when walking, or spilling drinks or food.
 - (h) Use of abusive language, questioning employee performance, using profanity, or bragging.
 - (i) Exaggerated emotional outbursts – crying or loud laughing.
 - (j) A blank or dazed facial expression.
 - (k) An obvious impairment of judgment.
 - (l) Conduct that is annoying to other members.
 - (2) If an employee is at all in doubt, it is better to err on the side of caution. Usually when someone is drinking heavily, employees will be aware of the potential problem before it is necessary to refuse service. If employees are unsure or uncomfortable refusing service to a member, call for management assistance.
- d. The Law

- (1) It is against the law to serve alcohol to an intoxicated person.
- (2) It is against the law to serve alcohol to a minor, that is, someone under the age of 21.
- (3) It is against the law to serve alcohol to the point of intoxication.
- (4) It is against the law to serve alcohol before noon on Sundays.

e. Checking ID's

- (1) You must request ID from anyone who looks under the age of 30 years old and orders alcohol.
- (2) Accept only legal forms of ID.

f. Acceptable Forms of ID

- (1) Valid Driver's License.
- (2) Valid Passport.
- (3) US Active Duty Military ID.
- (4) Official personal ID card with photo accompanied by another form of identification.

g. Things to Remember when Checking ID's

- (1) Carefully look for any difference in the card's type, size, style, or color.
- (2) Make sure to compare the physical description with that of the member.
- (3) Look for alterations in the ID such as cuts or erasures in the laminate by holding up the card to the light.
- (4) Never accept an unfamiliar ID card.

3. Equipment, Tools, Supplies

- a. The Turn House is equipped with various pieces of food service equipment such as freezers, refrigerators, an ice machine, hot dog cooker, microwave, etc. Turn House attendants must check this equipment each day to ensure that everything is working properly. If not, they must contact their Supervisor or the Facilities Manager.
- b. The Turn House also has a number of kitchen utensils. Should any of these items be missing, the attendant must notify his or her Supervisor.

4. Breaks and Employee Meal

- a. Attendants needing to use the rest room may use those located on the parking lot side of the building. As much as possible they should time their visit so as not to interfere with members' use of rest rooms. Doors to the Turn House must be locked when the attendant is absent to visit the rest room.
- b. Given the sporadic flow of business at the Turn House, the Attendant may take up to a 10-minute break per hour when possible. These breaks should not interfere with service to members. Employees should not leave the Turn House while on break. If they must leave, they must notify their Supervisor.
- c. The attendant is entitled to an employee meal during his or her work shift. The Supervisor is responsible for explaining the employee meal policy to each attendant.

5. Member Service

- a. Attendants are not allowed under any circumstances to solicit tips. However, if insisted upon by the member or guest after a first refusal, the attendant may graciously accept a tip.
- b. Even though the Turn House has a stool, the Attendant is expected to stand when speaking to a member or guest.
- c. The Attendant is expected to be cheerful, upbeat, and friendly to everyone at all times.
- d. The Attendant is expected to greet members, preferably by name.
- e. The Attendant must keep track of inventory, particularly menu items that are out of stock. This will allow the Attendant to immediately inform members or guests of out-of-stock items thereby avoiding the confusion and aggravation of ordering items that we do not have.
- f. The Attendant must always get member's name and account numbers to properly charge items to the member's account.
- g. Attendants must always thank members after they have signed their charge slip. They should also wish them a good day or a good round, etc.
- h. The Turn House does not accept cash. If someone tries to pay with cash, they must be politely informed that sales are by member charge only. If a guest has a credit card we can accept payment by VISA, MasterCard, and American Express. When suggesting cards for payment, suggest the first two before offering to take AMEX, as we pay a higher commission for AMEX card use.
- i. The Attendant must note any special requests, comments, or complaints and pass them on to his or her Supervisor.

6. Potentially Difficult Situations. There are several potentially difficult situations that may arise. The following guidelines will help at those times:

- a. Intoxicated Member or Guest. If Attendants encounter a member or guest who appears intoxicated or who is getting close to being intoxicated, they should call for management assistance.
- b. Complaint from Member or Guest. If a member or guest complains about anything, Attendants should remedy the problem if it is within their power to do so. They should always apologize sincerely while doing so. If the complaint is about something over which Attendants have no control, they should relay the complaint to their Supervisor.
- c. Member-Supplied Refreshments. The Club must supply all food and beverage consumed on the golf course. Periodically, members will bring their own coolers with their own food and beverage. This is not permitted. Turn House Attendants who become aware of members bringing their own food and beverage (usually by the member asking for ice), should notify management.

7. Safety

- a. The Turn House is equipped with a fire extinguisher and a first-aid kit.
 - (1) The fire extinguisher is an all-purpose extinguisher and is located next to the exterior door in the back room. Attendants will be shown how to use this device.
 - (2) Attendants may use the first aid kit for their own needs, and the needs of members, guests, and other employees.
- b. As in any food service facility, there are inherent safety risks. Primary among those is the risk of burns from cooking equipment and cuts from using knives. Attendants will receive a safety orientation of the Turn House in which these risks will be pointed out.
- c. Attendants who notice any safety hazard should inform their Supervisor as soon as possible.

8. Security

- a. The Turn House is equipped with an Security System. The system is monitored remotely by the security company.
- b. All exterior doors are equipped with door contacts.
- c. The front and back rooms of the Turn House are equipped with motion sensors.
- d. The security keypad is located on the wall to the left of the side door.

9. Menu and Pricing

- a. Attendants should be thoroughly familiar with this menu and the prices of each item.

- b. Menus will be posted on the menu board attached to the side of the building outside the Turn House window. These menus will always be kept clean and fresh. They should be replaced at the first sign of becoming soiled, worn, or dog-eared. Spare menus are kept in the white 3-ringed binder on top of the microwave.
- c. The Turn House menu is subject to periodic change. Attendants will be briefed on any changes in menu items and prices by their Supervisor.

10. Special Requests

- a. Periodically, Attendants will receive special requests for assistance or for food and beverage products that we do not carry.
- b. Attendants will do everything in their power to meet special requests for assistance. If in doubt, they should contact their Supervisor and ask for direction or assistance.
- c. Special requests for food and beverage products should be passed on to management for review and decision. Attendants should note such requests. Attendants should also inform members or guests that their request will be passed on or they can contact management directly with their requests

11. On Cart Coolers

- a. The Club has a limited number of soft coolers for use by members on golf carts.
- b. These blue, logoed coolers are kept on the metal storage shelves in the back room and may be provided to any member or guest who requests them.
- c. Turn House Attendants should suggest the use of the soft coolers to any member or guest ordering multiple beverage.
- d. Turn House Attendants should check with cart staff to ensure that all soft coolers are retrieved at the end of the day.

12. Housekeeping Responsibilities

- a. Attendants are responsible for the day-to-day cleanliness of the Turn House, all installed equipment, various food service utensils, and exterior areas and furniture. They are also responsible for emptying all interior and exterior trashcans on a daily basis.
- b. A Cleaning Checklist which includes daily, weekly, and monthly cleaning responsibilities will be used to ensure cleanliness of the Turn House.
- c. Attendants will use the checklist to ensure that all cleaning responsibilities are met. By signing the checklist Attendants acknowledge their responsibilities and indicate that all required cleaning has been completed according to standards.

13. Repair and Maintenance Responsibilities

- a. Attendants are also responsible for monitoring the proper operation of all equipment and building systems, such as heating, ventilation, and air conditioning.
- b. Should Attendants notice any problem with these items, they must complete and submit a work order form. If any essential item is inoperative, operating erratically, or making strange sounds, Attendants will contact their Supervisor or the Facilities Manager as soon as possible.
- c. Due to the importance of installed equipment such as refrigerators, freezers, beverage coolers, and ice machines, checking these items is part of the daily checklists.

14. Checklists

- a. Checklists provide a reminder to employees of tasks to be completed during a work shift or on a periodic basis.
- b. They also ensure accountability for completion of key tasks by employee signature on the checklist.
- c. The Turn House Attendant uses an Opening Checklist, a Closing Checklist, and a Cleaning (Daily, Weekly, Monthly) Checklist.

D. Opening Procedures

1. Getting started

- a. Clock-in at Accounting Office.
- b. Pick up strong box from Dining Services Manager and keys from Chef.
 - (1) The strong box contains the 3½ inch floppy transfer disk and the daily paperwork.
 - (2) The key ring contains the following labeled keys:
 - (a) Turn House Side Door,
 - (b) A key for the Club Repair Room of the Cart Barn, and
 - (c) Keys for Turn House equipment (Reach-in Refrigerator, Reach-in Freezer, Beer Cooler, and Pan Max and San Max dispensers.
- c. Unlock Turn House Side Door using key.
- d. Disarm Security System at alarm panel by door by entering code and pressing “OFF.” For more information, see Security, paragraph 8 above.

- e. Turn off outside lights and turn on inside lights. Switches are to the left of the side door and are labeled.

2. Setting up Turn House

- a. Unlock reach-in freezer, reach-in refrigerator, and beer cooler using the keys on the key ring.
- b. Unlock service window by turning the latch.
- c. Check the following equipment to make sure there are no operating problems:
 - (1) Refrigerators, freezers, beer cooler, and fish file are working properly.
 - (2) Ice machine is working properly and has supply of ice.
 - (3) Electricity and water supply are working properly.
- d. Get gray sanitation buckets (kept on left drain board of two-compartment sink in back room) and fill with hot water. Add one capful of bleach.
- e. Fill sanitation tub (kept on right drain board of two-compartment sink in back room) with hot water. Add Ecolab San Max Sanitizer Disinfectant (located over two compartment sink) by pushing dispensing button once.
- f. Fill wash sink (left sink of two-compartment sink) with hot water. Add Ecolab Pan Max Ultra Detergent (located over two compartment sink) by pushing dispensing button once.
- g. Fill rinse sink (right sink of two-compartment sink) with hot water.
- h. Make regular and decaf coffee using the Bunn Machine. Place a filter in the basket and add a pack of ground coffee (kept on the bottom shelf of the Dry Goods Storage). When coffee is made, pour it into the appropriately labeled air pots.
- i. Heat water for hot chocolate in decanter on back burner of coffee maker.
- j. Take necessary forms out of the white 3-ringed binder (kept on top of the microwave). Check quantity. Make note of any that are needed.
- k. Take count of beer, wine, and water using the Daily Beverage Inventory, Club Form 408.
- l. Drain water from the ice chest under the work counter by pulling it over to the floor drain and opening the ice chest drain. Once drained, fill the chest with ice from the ice machine in the back room.
- m. Check cleanliness of the following and correct as necessary:
 - (1) Work counter.

- (2) Food service equipment.
- (3) Floors.
- n. Check chemical inventory. If any of the following items are getting low, note it:
 - (1) Ecolab San Max
 - (2) Ecolab Pan Max
 - (3) Oasis II All Purpose Cleaner
 - (4) Bleach
- o. Wash Hands as necessary. Hands should always be washed after handling food, handling chemicals, using cleaning rags and materials, or visiting the rest rooms.
- 3. Outside set up
 - a. Using Handi-Wipes and the mixture of San Max in the gray sanitation bucket, wipe off outside tables and counter.
 - b. Place the following items on the outside counter:
 - (1) four napkin dispensers (make sure they are full; if not fill). One dispenser goes on the counter and the other three on tables.
 - (2) both caddies:
 - (a) white coffee caddy – sugar, Sweet-N-Low, Equal, and stirrers.
 - (b) blue condiment caddy – mayonnaise, ketchup, sweet relish, plastic ware, straws, and cup lids.
 - (3) menus posted on the walls at either side of the window.
 - (4) wipes – moist towelettes in a plastic cup.
 - (5) toothpicks – in a plastic cup.
 - (6) ashtrays – stacked on the counter.
 - (7) salt and pepper.
 - (8) Tabasco.

- (9) beverage display and Plexiglas tent with beverage choices.
 - c. Set Up trash cans, empty bags as necessary. Wipe down exterior surfaces as necessary.
 - d. Check cleanliness and set up of rest rooms. Call Facilities Manager or your Supervisor if they need attention.
 - e. Check cleanliness of outside brick pavers. Sweep as necessary.
 - f. Pick up any trash or litter on the ground around the Turn House.
4. Preparing food products
- a. Chili
 - (1) Put one full can of water (using the green watering can) in the bottom of the chili pot and turn it on to "HI." When water begins to steam, turn down to "45."
 - (2) Chili is either in a new manufacturer's container or is in a leftover 1/6 or 1/9 plastic container covered with plastic wrap.
 - (3) Heat chili in microwave using high heat for approximately 3 to 4 minutes and place in chili pot.
 - b. Hot dogs and bratwurst
 - (1) Put 1 ½ cans of water (using the green watering can) in hot dog machine and turn it on to the highest setting for about 3 minutes. Once cooked turn down to "4."
 - (2) Put hot dogs and bratwursts (amount depends on how many people are expected on the course that day) in hot dog machine. Place comparable amount of buns in warmer.
 - c. Check Calzone and stuffed bread inventory in the top right drawer of the fish file. Request re-supply as necessary.
5. Beverage Cart Issue. Issue food and beverage product to beverage cart (if the cart is running that day).
- a. Candies are kept in a blue soft cooler and are brought up to a par stock level each evening during the closing procedures.
 - b. Beverages, crackers, and chips are counted out each day during the issue. The amount issued is recorded on the Beverage Cart Issue Sheet. Any re-issues during the day will also be entered on this form.
6. Check the following:



- a. Check controllable supplies using the Daily Requisition Sheet, SPHM Form 428. Note any items needed on the sheet.
 - b. Check beverage inventory using the Daily Requisition Sheet, SPHM Form 428. Note any items needed on the sheet.
 - c. Check food inventory using the Daily Requisition Sheet, SPHM Form 428. Note any items needed on the sheet.
 - d. Check ABC permits. They are located above the sink next to the coffee maker.
 - e. Check member list to ensure it is current. Notify your supervisor if mission or out-of-date, that is, more than two weeks old.
 - f. Check daily activities/functions. Function sheets are kept in the white 3-ringed binder. Also call the Golf Pro Shop to check on the level of play and any special activities or events.
 - g. Periodically check hot water to make sure circuit breaker hasn't tripped.
7. Ready to go
- a. Turn on POS computer and check printer. The on/off switches are located as follows:
 - (1) Computer – front right side.
 - (2) Monitor – front right side.
 - (3) Printer – left side.
 - b. Check off items on opening checklist.

E. Member Service Procedures

1. Greet all members and guests with a smile and “Good Morning (or Afternoon).”
2. Members
 - a. Try to learn member names and member numbers - sometimes they forget their # and will ask you.
 - b. Make sure you ask for their member number sometime during the order (if you don't know it) and write it on the bottom of the check.
 - c. Write down their order and have them sign the check
3. Guests. Tell them that you only take member charge or credit card.

4. Credit card order

- a. If you have a credit card order, go ahead and write it on a check, get their card, run it through the card swipe, and ask them if they would like to keep it open.
 - (1) If to be left open - have them sign the charge slip and write their phone number above the club imprint.
 - (2) Give them their card back, then treat ticket like any other open ticket (see below).
- b. If they want it closed - after taking the order, ring it into the computer (acct.# 9999), have them sign the receipt, and the charge slip, give them the yellow receipt and the top copy of the charge slip, then fill their order.

5. Filling an order

- a. To fill an order, fill drinks (half a cup of ice is just right for sodas), then crackers or chip, then hot dogs, etc. Always say thank you and/or you're welcome.
- b. To open a tab, check manual beside computer – paper clip ticket to check – try to keep in alphabetical order to make it easier to find when they come back.

6. Cleanliness Throughout the Day

- a. Throughout the day as time permits or necessity warrants, clean off the outside counter and tables using Handi-Wipes and the mixture of San Max in the gray sanitation bucket.
- b. Replace chairs under tables as necessary to maintain neatness of seating area.
- c. Whenever you go outside to check the counter and tables, also check the rest rooms. Straighten as necessary or contact the Facilities Manager for assistance if the rest rooms require major cleaning or re-supply.

F. Closing Procedures

1. Wrapping things up

- a. Around 4 p.m. empty outside trash cans (there are two of them) and put in a clean trash bag. Check the inside of the cans. If they are dirty or liquids have leaked out of the trash bag into the can, wash them out in the mop sink using Oasis II All Purpose Cleaner. The dispenser for this cleaner is on the right side of the mop sink wall. Add some water to the trash can, wash and rinse out.
- b. Clear off outside counter and tables and bring items into the Turn House.
- c. Refill napkin dispensers as necessary.

- d. Wipe down tables and counter again using Handi-Wipes and the mixture of San Max in the gray sanitation bucket.
- e. Unplug chili pot. Take liner out and pour water out. Wipe down kettle inside and out using the San Max mixture.
- f. Cool chili down by putting a bucket (stored on top of ice machine) of ice and a little water in sink and place pot in it. Make sure the chili cools down to at least 45°F.
 - (1) If the chili pot was filled in the morning from the manufacturer's container, put it away as leftover. When cool, put chili in a 1/6 or 1/9 plastic container, cover with plastic wrap, and put in refrigerator. The plastic wrap is kept on the bottom shelf under the coffee maker.
 - (2) If the chili pot was filled in the morning from a leftover container (a 1/6 or 1/9 plastic container), throw any leftovers away. This ensures that leftover chili is never more than two days out of its original container (32 hours old).
- g. Take open condiments in refrigerated fish file drawer and put in clean 1/9 plastic containers and cover with plastic wrap.
- h. Wash dishes, plastic containers, plastic ware, and utensils in the two-compartment sink in the back room. The procedure is to wash in the wash sink (left sink), rinse in the right sink, and sanitize in sanitation tub on the right drain board. Place where to dry?
- i. Turn off hot dog machine. Take trays out and wash. Empty water into a 6" pan, wipe out bottom of tray, and return to drawer.
- j. Empty air pots and pour water in decanter out. Turn off burner. The switch is located on the front of the Bunn Machine.
- k. Get cloths off back room storage shelf and put in bottom left side of reach-in refrigerator. This will absorb the moisture from the ice melting off beverage cans returned from the beverage cart.

2. End of shift

- a. Help break down beverage cart. Inventory and record all returns on a Beverage Cart Issue Sheet, Club Form 406. Restock crackers, chips, and other items for the next day.
- b. Enter charge slips for the Turn House into the POS computer.
- c. Run the reports specified in the Digital Dining End-of-Day procedures and shut down computer.
- d. Restock food and beverage using a Daily Requisition Sheet.

- e. Write down anything needed on requisition sheet – except beer, wine and water – see paragraph g. below.
- f. Fill out closing checklist, sign it, and put it in the strongbox.
- g. Take beer/wine/water count on the Daily Beverage Inventory, Club Form 408.
- h. Lock reach-in freezer, refrigerator, and beer cooler.

3. End of day clean up

- a. Wipe down counters using Handi-Wipes and the mixture of San Max in the gray sanitation bucket.
- b. Empty and rinse out sanitation buckets. Place on left drain board of two-compartment sink in back room.
- c. Empty and rinse out sinks and sanitation tub in back room.
- d. Using the San Max solution, wipe down other two sinks, that is the sink next to the coffee maker and the hand sink in the back room.
- e. Sweep floor, using broom in back room. Pick up debris with dustpan and place in trashcan.
- f. Mop floor, using mop in mop sink and mop bucket next to mop sink. Fill mop bucket to bottom of wringer with hot water. Add Oasis II All Purpose Cleaner. After moping, rinse and wring out mop. Hang mop back in mop sink and empty mop bucket.
- g. Empty two inside trash cans (1 under POS; 1 in back room) and put in a clean trash bags. Check the inside of the can. If they are dirty or liquids have leaked out of the trash bag into the can, wash them out as previously described.
- h. Using personal vehicle, take trash to dumpster located in parking lot next to tennis courts on days there is no beverage cart. On days the beverage cart is operating, the beverage cart attendant will take the trash to the dumpster.

4. Closing up the Turn House

- a. Turn on outside lights. The light switch is on the left side of the door. Check outside to ensure all lights are on. Note any burned out light bulbs on your checklist.
- b. Lock exterior door in back room by turning the deadbolt.
- c. Turn off inside lights – the switches are on the left of the side door.
- d. Lock window by turning the latch.

- e. Set Alarm. See paragraph C.8.e. for instructions.
 - f. Exit side door, pull it shut behind you, and lock the door with key.
 - g. Take strong box and reports to Dining Services Manager's Office and keys to Chef's office.
- G. Inventories. The Turn House has several different inventories, all of which are important to smooth operations. It is the responsibility of the Attendant to monitor these inventories, particularly the resale and controllable inventories to ensure that they do not run out.
- 1. Resale food inventory
 - 2. Resale alcoholic beverage inventory
 - 3. Controllable supplies inventory
 - 4. Tools/utensils inventory
 - 5. Administrative supplies inventory
- H. Point of Sale Procedures. All Point of Sale procedures are found in the three-ringed binder next to the POS terminal.

Subject: Credit Card Payment by Unaccompanied Guests

F&B-303

- A. Policy. It is the policy of the Club that we wish to provide the highest level of service to unaccompanied guests.
- B. Discussion. While we do not accept cash as payment for products and services, we still want to provide Beverage Cart service to unaccompanied guests.
- C. Procedures
 - 1. Golf Pro Shop. Notify unaccompanied players that the Beverage Cart and Turn House do not accept cash. If the players will stop by the Turn House on their way to the first tee and allow the attendant to make an imprint of their credit card, we can run an open tab for them for both the Turn House and Beverage Cart for the day. At the end of the day, we will charge all consumed items to the credit card.
 - 2. Food and Beverage
 - a. Notify Beverage Cart and Turn House Attendant that unaccompanied players may run a tab for the day by giving the Turn House Attendant their credit card at the beginning of play. They will be asked to stop by the Turn House at the end of their day to sign their charge ticket.
 - b. If someone on the course tries to pay cash, tell them we only accept member charges and credit cards. The Beverage Cart Attendant should offer to take the card back to the Turn House to run a ticket. The credit card will be returned on the next round of the cart.