

6/11/2018



SPHM
HOSPITALITY

CLUB DINING ROOM



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Series 200

Golf - Club Dining Room

Subject: Clubhouse Dining

F&B-201

A. Policy. It is the policy of the Club to provide a variety of dining services for its members in the Club Dining Room.

B. Discussion

1. Casual a la Carte Dining

a. Casual dining is available in the Dining Room restaurant for lunch and dinner, Tuesday through Saturday, and dinner on Sunday.

b. Hours for casual dining will be as follows:

(1) Lunch – 11 a.m. to 2 p.m., Tuesday through Saturday.

(2) Dinner – 5 to 9 p.m., Tuesday through Thursday
5 to 10 p.m., Friday and Saturday
5 to 8 p.m., Sunday

2. Fine a la Carte Dining

a. Fine dining will be available in the Private Dining Room of the Clubhouse on Friday and/or Saturday nights.

b. Hours for fine dining will usually be from 6 p.m. to 10 p.m., though these times may be adjusted as business demand dictates.

c. Fine dining will not exceed parties of 12. Requests for parties of more than 12 should be referred to the Sales and Catering Manager and should be handled as functions.

d. The Private Dining Room is available for functions on all other nights of the week, as well as for lunch Tuesday through Sunday, allowing adequate time for turnover.

3. Sunday Brunch. Sunday brunch will be available in the Dining Room and Members' Lounge on Sundays from 11 a.m. to 2 p.m.

4. Members' Lounge

a. Hours for the Members' Lounge will be:

(1) 11 a.m. to 10 p.m., Tuesday through Thursday.

(2) 10 a.m. to 11 p.m., Friday and Saturday.

(3) Noon to 9 p.m., Sunday

- b. A limited menu with appetizers, sandwiches, hamburgers, soup, and salads will be available in the Members' Lounge. This menu will be available from opening until one hour before the scheduled closing.

Subject: Dining Reservations

F&B-202

- A. Policy. It is the policy of the Club that members are asked to assist in maintaining service levels by making reservations for a la carte dining.
- B. Discussion
 - 1. Reservations will be taken for all Clubhouse venues – casual dining, fine dining, and Sunday brunch.
 - 2. Reservations will be taken no earlier than 30 days in advance of a requested date.
 - 3. A la carte reservations will not normally be taken for parties of more than 12. When an exception is made and a reservation is allowed for a party of more than 12, the Dining Services Manager and Chef will coordinate a set or limited menu for the member.
 - 4. The Dining Services Manager is responsible for maintaining the reservation book for all Clubhouse venues.
 - 5. Reservations may be made by calling 484-5555, from 8 a.m. to 9 p.m. Tuesday through Friday, and 11 a.m. to 9 p.m. Saturday and Sunday.
 - a. During normal office hours (8 a.m. to 5 p.m., Tuesday through Friday, reservation calls will be taken by the Club receptionist).
 - b. During all other hours, reservations will be forwarded to the dining room where they will be taken by the dining room host or hostess.
 - c. Outside of normal reservation times, a voice mail message will inform members of the hours that reservations may be taken and that voice mail reservations will not be accepted.
- C. Procedures
 - 1. Answer the phone in three rings.
 - 2. Use a pleasant tone of voice to communicate your desire to help.
 - 3. Answer the phone with “Good Morning/ Afternoon/ Evening, thank you for calling the Club, this is (your name) how may I help you?”
 - 4. If you must place the member on hold, say “(Mr./Mrs. (member name), may I place you on hold for a moment?”
 - a. If the answer is yes, say “Thank You” and place the member on hold.

- b. If the answer is no, continue with the call.
- c. Note: It is important to get the name of the caller first, so that you may address him/her by name during the rest of the call.
5. Obtain all necessary information: day/date of reservation, time, number in party, phone number, and member number.
6. Ask for special needs, accommodations, or if they are celebrating a special occasion.
7. Quickly read back the information you have taken to ensure all information is accurate.
8. Thank the member for calling.