

6/11/2018



SPHM  
HOSPITALITY

CATERING



By: | Agustinus Agus Purwanto, SE MM



Series 100

# Golf - F & B Catering

Subject: Catering Policies

F&B-101

A. Policy. It is the policy of the Club to establish policies for catered operations.

B. Discussion

1. Food and Beverage

- a. All food and beverage items must be supplied and prepared by the Club.
- b. The Club may make an exception to this policy when special dietary, nutritional, or religious (i.e. kosher) needs are required and cannot be met by the Club's food service staff.
- c. Leftover food and beverage may not be taken from the Club after an event.
- d. As the ABC licensee, the Club is responsible for the administration of the sale and service of all alcoholic beverages in accordance with the North Carolina State Legislative Commission's regulations.
- e. The host agrees to be responsible for the conduct of guests and that the Club may refuse service in the event of violation of any State law.
- f. Menu planning, room set up, and other pertinent details must be arranged at least 14 days in advance of the event.

2. Guarantee Policy

- a. With all events involving per person food and beverage service, the event planner must call with a minimum number of guests seven (7) working days before the event. This is the number of guests for which food will be prepared, and the bill calculated.
- b. The Club will attempt to provide like services should the attendance be greater than the guaranteed number, however if attendance exceeds 105% of the final guarantee, an additional premium charge of 15% of the per person price will be charged for each person over 105%.

3. Deposits & Payment

- a. A deposit of \$500.00 is required to hold the space and will be applied to the total charges incurred at the completion of the event. All deposits are non-refundable.
- b. The Club reserves the right to increase the required deposit for event space during peak periods.
- c. Receipt of the deposit will confirm space requirements.

- d. A bill will be prepared and charged to the member's account the day of the event for the remaining balance due. If arrangements have been made in advance, a member's company or organization may be direct billed.
- e. In all cases, the member sponsor is responsible to ensure that the Club receives payment.

4. Contract Cancellation

- a. Cancellations within 60 days of the event are subject to a cancellation charge of 20% of estimated event charges.
- b. In the case that we are able to rebook the space for another event, cancellation charges may be waived.

5. Service Charge

- a. All food and beverage is subject to an 18% service charge and North Carolina sales tax. Please note that sales tax will also be imposed upon the service charge, as required by state law.
- b. Tax exempt organizations must provide us with a copy of their tax-exempt certificate prior to the event.

6. Event Space

- a. Event space is assigned according to the anticipated number of guests and set up requirements. The Club reserves the right to reassign the space should numbers fluctuate.
- b. A room rental fee will be charged for reserved meeting space.
- c. Room rental fees will be waived for groups who guarantee 12 or more guests and also use the space for a meal. The room rental fee will not be charged when an event is moved to one of these spaces for the convenience of the Club.

7. Displays, Exhibits, and Decorations

- a. All displays, exhibits, or decoration must conform to the county fire ordinances and rules.
- b. The Club asks that nothing be affixed to walls, floors, or ceilings of rooms with nails, staples, tape or any other substance unless approved prior to the date of the event. Use of such items without the express approval of the Club may result in charges to repair damage.

8. Liability

- a. The Club reserves the right to inspect and control all functions. Liability for damage to the premises will be charged accordingly.

- b. The Club cannot assume responsibility for personal property and equipment brought onto the premises.

9. Engineering and Audiovisual

- a. Special engineering requirements must be specified to the Catering Manager at least 14 days prior to the event.
- b. If a request for AV equipment is received less than 14 days before an event, we cannot guarantee that such equipment will be available. Audio visual equipment rental is available and rates are quoted upon request.
- c. Guests may provide their own equipment, however, if assistance is required, a technician fee will be charged.

10. Equipment

- a. It is the Club's policy not to rent or lend equipment (tables, chairs, linen, glassware) for use outside of the Clubhouse.
- b. We will gladly assist you in procuring needed equipment from a professional rental service.

11. Entertainment

- a. All outside entertainment must be booked through the Catering Manager. An entertainment contract will be prepared specifying hours of play, number and length of breaks, compensation, and other items to protect the club's interest.
- b. Entertainers will be paid by the Club according to their contract and the event planner will be billed for the entertainment along with other event charges.

12. Club Attire Policy

- a. Members and designees must dress in a fashion befitting the surroundings and atmosphere provided in the setting of the Club. It is also expected that members and designees will advise their guests of the dress requirements.
- b. Gentlemen and ladies are requested to dress in a fashion compatible with the appropriate occasion. For lunch, appropriate informal, casual sports attire may be worn.
- c. Shirts and shoes must be worn at all times when on the Club Facilities, except the pool areas.
- d. The following is considered inappropriate attire: halter tops, tank tops, tee shirts, fishnet tops, cut-offs, jams, sweat pant, blue jeans, bathing suits, tennis shorts or other athletic shorts more than four inches above the knee are not permitted.

Subject: Functions Venues

F&B-102

A. Policy. It is the policy of the Club that all function venues be identified and designated with minimum and maximum capacities for each type of function (i.e., receptions, buffets, banquets (sit down dinners), meetings, etc.).

B. Definitions

1. Function venues – Club spaces that may be used as locations for private parties or special events.
2. Receptions – events offering cocktail service and hors d'oeuvres, canapés, or other light refreshments. Receptions are usually stand up affairs, though chairs and tables may be set up casually for the comfort of guests.
3. Buffets – events that offer a full meal at a self-service line. Chairs and tables are set for the diners, wait staff served beverages and clear tables but do not serve each course.
4. Banquets – events that offer a plated meal served by the wait staff.
5. Meetings – events that are arranged for the purpose of dispensing information. Meetings can be set up with any number of arrangements of tables and chairs (e.g., auditorium style, conference table style, break out stations, etc.)

C. Discussion

1. The following venues may be used as function space for the type of functions listed:
  - a. Ballroom – receptions, buffets, banquets, meetings.
  - b. Courtyard Room – receptions, buffets, banquets, meetings.
  - c. Dining Room A (South half of dining room) – receptions, buffets, banquets.
  - d. Dining Room B (West half of dining room) – receptions, buffets, banquets.
  - e. Bar – receptions, buffets.
  - f. Clubhouse Lawn – receptions, buffets, banquets.
  - g. Racquet Club verandah – receptions, buffets.
  - h. Pool Cabana – receptions, buffets.
2. Capacities:

- a. Ballroom
  - (1) receptions – 300
  - (2) buffets – 150
  - (3) banquet – 175
  - (4) meetings, auditorium style – 300
  - (5) meetings, classroom style – 150
- b. Courtyard Room
  - (1) receptions – 50
  - (2) buffets – 20
  - (3) banquet – 25
  - (4) meetings, auditorium style – 50
  - (5) meetings, classroom style – 25
- c. Dining Room A (South half of dining room)
  - (1) receptions – 75
  - (2) buffets – 30
  - (3) banquet – 40
- d. Dining Room B (West half of dining room)
  - (1) receptions – 75
  - (2) buffets – 30
  - (3) banquet – 40
- e. Bar
  - (1) receptions – 40
  - (2) buffets – 25

f. Clubhouse Lawn (dependent upon tent size)

(1) receptions – 250

(2) buffets – 125

(3) plated banquet – 150

g. Racquet Club verandah

(1) receptions – 40

(2) buffets – 25

h. Pool Cabana

(1) receptions – 75

(2) buffets – 50

Subject: Function Book

F&B-103

- A. Policy. It is the policy of the Club that all functions (banquets, receptions, meetings, and special events) be booked in Club venues by means of a function book.
- B. Discussion
1. Due to the absolute importance of avoiding double bookings or over-bookings, a function book will set up and maintained to book Club function space.
  2. The function book will be set up with entry space for all venues for everyday of the year.
  3. The Club will take reservations for function space no more than one (1) year in advance. Therefore, the Club will always maintain a function book for the current and subsequent year.
  4. The function book will be maintained by the Sales and Catering Manager.
  5. Only the Sales and Catering Manager may enter bookings for functions in the function book.
  6. All booking requests taken by other staff members will be considered tentative until confirmed by the Sales and Catering Manager.

Subject: Reservations for Club Events

F&B-104

- A. Policy. It is the policy of the Club that members are asked to assist in maintaining service levels by making reservations for special events/activities.
- B. Discussion
1. Reservations are required for most club functions and activities. Since space is often limited, reservations are taken on a first-come, first-served basis by pre-registering with appropriate club staff.
  2. Should a function or activity reach its maximum number of reservations, a wait list will be established in case of cancellations.
  3. Because of the need to order food and supplies on a timely basis for club-sponsored functions, cancellations after the RSVP date (usually 48 hours before the function) will be charged to the canceling member unless a late addition takes the place of the cancelled reservation.

Subject: Audio-Visual Equipment

F&B-105

A. Policy. It is the policy of the Club to rent audio-visual equipment as needed for member-sponsored meetings.

B. Discussion

1. The Club has the following limited audio-visual equipment for its use at internal Club meetings:
  - a. Overhead projector and screen.
  - b. Easel and flip charts.
  - c. TV and VCR.
2. The Club contracts with a third party vendor to provide audio-visual services for member-sponsored meetings.
3. The Sales and Catering Manager is responsible for establishing the third party vendor relationship and maintaining an up-to-date price list of equipment and services available.

Subject: Catering Contract and Deposits

F&B-106

A. Policy. It is the policy of the Club to execute a contract for all catered events and require deposits at intervals prior to the event.

B. Discussion

1. Catering Contract

- a. A Catering Proposal/Contract, [SPHM Form 463], will be prepared for each catered event.
- b. Part of the Catering Proposal/Contract is a computation of the Total Estimated Charges for the event.
- c. The completed Catering Proposal/Contract will be sent to the member/host for review and signature.

2. Deposits & Payment

- a. The Club requires the following deposits, payable by check, for a catered event.
  - (1) Holding Deposit. A deposit of \$500.00 is required to hold the space and will be applied to the total charges incurred at the completion of the event.
  - (2) Confirming Deposit. The Catering Proposal/Contract, when signed by the member/host becomes a binding contract and confirms the space. The member/host will return the Catering Proposal/Contract with a required deposit of one-third (1/3) the Total Estimated Charges for the event.
  - (3) Final Deposit. Forty-five (45) days prior to the event, the Catering Director will send an invoice letter to the member/host for a second one-third (1/3) deposit. This second deposit must be received not later than thirty (30) days prior to the event.
- b. All deposits are non-refundable.
- c. The Club reserves the right to increase the required deposit for event space during peak periods.
- d. Final Payment. The member/host will be presented a bill at the completion of the event for the Total Actual Charges less all deposits. Final payment may be made in the following ways:
  - (1) Members only – by charge to the catering “X” number assigned by Club Accounting for the event.

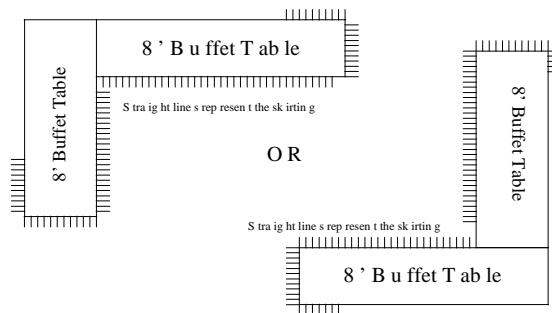
- (2) By personal or by corporate check.
  - (3) If prior arrangements have been made, by direct bill to the member's/host's company or organization.
  - e. In all cases, the member sponsor is responsible to ensure that the Club receives payment.
3. Contract Cancellation
- a. Cancellations within 60 days of the event are subject to a cancellation charge of 20% of estimated event charges.
  - b. In the case that we are able to rebook the space for another event, cancellation charges may be waived.
4. Deposit Tracking
- a. All deposits received will be recorded on the Catering Proposal/Contract for the event, a copy of which will be forwarded to Accounting.
  - b. In addition, the Catering Director will maintain a Rolling Catering Forecast, [SPHM Form 476], which lists all upcoming catered events and all deposits received. A copy of the Forecast will also be provided to Accounting.

Subject: Buffet Setup Diagrams

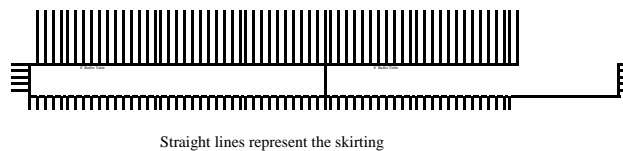
F&B-107

- A. Policy. It is the policy of the Club that all setups be consistent throughout the facilities.
- B. Discussion. Consistency in our setup and execution will provide a sense of detail to our members, and create a sense of ease for our employees.
- C. Procedure

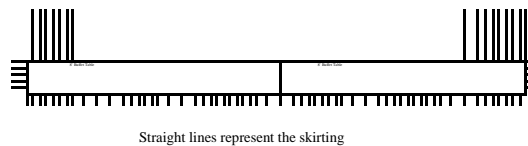
1. L-Shaped Buffet



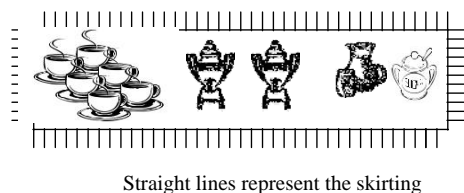
2. Double-sided Buffet



3. One-sided Buffet



4. Coffee Station Setup



Subject: Catered Function Beverage Controls

F&B-108

- A. Policy. It is the policy of the Club that all alcoholic beverages consumed at catered functions are carefully monitored and controlled.
- B. Discussion
1. Open Bar Inventory Procedures
    - a. All guests are charged by the person and can consume all beverages included in the bar setup.
    - b. To keep track of beverages served during the function, an opening and closing inventory must be completed.
  2. Tab/Consumption Bar Procedures
    - a. Guests are charged for what they drink.
    - b. To keep track of all beverages served during the function, an opening and closing inventory must be completed.
    - c. To determine amount charged, the difference between the opening and closing amounts for any line item will be multiplied by the sale price for that item.
  3. Cash Bar Procedures
    - a. Guests pay for drinks at the time of purchase.
    - b. All drinks are to be rung into the cash register.
    - c. To keep track of all beverages served during the function, an opening and closing inventory must be completed.
    - d. The cash register must be “z’d” out at the end of the function. The sales total will be matched with the money left in the register after the bank has been removed.
- C. Procedures
1. Liquor
    - a. All liquor bottles will be inventoried during the opening and closing of the bar.
    - b. All liquor bottles should be averaging twenty drinks per bottle.

- c. All bottles are inventoried in tenths of a bottle using a scale of .1 to 1.0 and recorded on the Catered Bar Liquor Inventory Sheet.
  - d. A .1 reading of a liquor bottle means a tenth of the bottle is remaining.
  - e. A .5 reading of a liquor bottle means that the bottle is half full.
  - f. A 1.0 reading of a liquor bottle relates to the bottle being full.
  - g. Any empty bottles must not be thrown away. They are to be turned in when issued another full bottle. In order to receive a requisition of liquor, an empty bottle must be turned in.
  - h. All bottles in the speed rail will be poured using liquor savers, measuring 1.25 ounces per pour.
  - i. All top shelf and premium bottles will be poured free handed, to a specified 1.25 ounces per pour.
2. Beer
- a. All bottled and canned beer will be inventoried during the opening and closing of the bar.
  - b. All bars are established with a par stock inventory. You should always start a function with a full par stock. Requisition any missing stock before you open the bar for the event.
  - c. All bottled and canned beer will be counted by the each, and recorded on the Catered Bar Beer Inventory Sheet.
3. Wine
- a. All wine will be inventoried during the opening and closing of the bar.
  - b. All bars are established with a par stock inventory. Requisition any missing stock before you open the doors for business.
  - c. All wine will be poured to the specified 6 oz pour.
  - d. A 375 ml bottle of wine should yield 2 glasses of wine.
  - e. A 750 ml bottle of wine should yield 4 glasses of wine.
  - f. All wine will be measured on a scale of .1 to 1.0 and recorded on the Catered Bar Wine Inventory Sheet.
  - g. A reading of .1 means a tenth of the bottle is remaining.
  - h. A reading of .5 means half the bottle is remaining.

- i. A reading of 1.0 means the bottle is full.

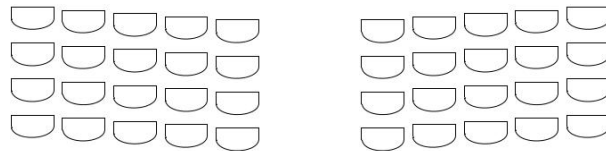
Subject: Meeting Setup Diagrams

F&B-109

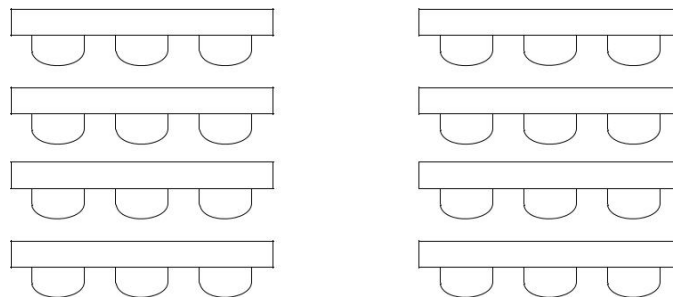
- A. Policy. It is the policy of the Club that all setups will be consistent throughout the facilities.
- B. Discussion. Consistency in our setup and execution will provide a sense of detail to our members, and create a sense of ease for our employees.

C. Procedure

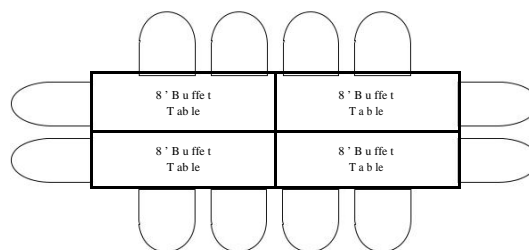
1. Theatre Style Seating.



2. Classroom Style Seating.



3. Conference Style Seating.





Subject: Personal Tools and Supplies

F&B-110

- A. Policy. It is the policy of the Club that all staff members have a personal set of tools and supplies in order to properly serve our members.
- B. Discussion. It is imperative that all staff members have the essential tools and supplies to perform their jobs. While your supervisor will provide you with the means of obtaining these supplies, it will be up to the individual to ensure the working order and maintenance of their equipment.
- C. Tools & Supplies. The following items must be accessible at all times and should always be kept in the same place so they are handy when needed:
  - 1. A clean hand towel or napkin. The hand towel protects you from burns when you handle hot plates. It must be clean not only during your first hour of duty, but also during the last. That means you must check it constantly and change it as necessary.
  - 2. A corkscrew. The corkscrew must include a bottle opener and a small knife to cut the foil or plastic cap on wine bottles.
  - 3. Matches. Even though the Club is a non-smoking establishment, members may still inquire about a light for their cigarettes or cigars. Lighters are not as practical, especially when you have to light cigars, pipes, or even sternos.

Subject: Serving a Plated Dinner

F&B-111

- A. Policy. It is the policy of the Club that all food is served to catering guests in an appropriate and uniform manner.
- B. Discussion
1. Order of service:
    - a. Appetizer
    - b. Soup
    - c. Salad
    - d. Entrée
    - e. Dessert
  2. Condiments that usually accompany a particular catering menu will preset on the table. Should a guest request a different condiment, fulfill the request as quickly as possible or mention it to the Catering Manager who will have another server fill the request.
  3. Place food and beverages quietly on the table. Do not “drop” plates.
  4. Always serve food from the guest’s left.
  5. Always remove food from the guest’s right.

Subject: Serving a Buffet

F&B-112

- A. Policy. It is the policy of the Club that all food is served to catering guests in an appropriate and uniform manner.
- B. Procedure
1. Stand behind the food item you are serving.
  2. Ask the guest if they would prefer the item you are serving.
  3. Place the item appropriately on their plate using the appropriate serving utensil. Do not take the plate from the member.
  4. When the food item you are serving becomes  $\frac{1}{4}$  full, alert the food runner that you are in need of a replacement.
  5. Replenishing the product on the buffet.
    - a. Use a cloth when removing pans from chafing dishes. This helps to prevent steam burns.
    - b. Remove the pans from the point farthest from the guest. This helps to prevent steam from rising into the guests' face.
    - c. The food runner will place the fresh pan into the chafing dish, with the point closest to the guest inserted first. This helps to avoid splashing of hot water onto the guest.
    - d. Give the food runner the empty pan and dirty utensil.
    - e. Always use a clean serving utensil when starting with a fresh food pan.

Subject: Table Maintenance

F&B-113

A. Policy. It is the policy of the Club that tables at catered events be maintained according to established standards to ensure quality of service and member satisfaction.

B. Discussion

1. Because of the large number of people served at catered events it is a challenge to provide high quality service and pay attention to the many details that should attend each guest's meal.
2. While speed and efficiency are important to serving large numbers in a fixed period of time, we should never sacrifice the personal touch and attention to detail in the interest of time.

C. Procedure

1. Keep your tables well manicured. When it is obvious that guests are finished, remove empty plates promptly and silently.
2. Scraping and stacking plates while bussing the table creates a rushed atmosphere for the members, not to mention unsightly food messes. A breakdown station may be set up to do this, but it will always be out of sight and hearing of our guests.
3. Be prepared to respond to special requests from guests, such as for hot tea, another cocktail, or a vegetarian plate.
4. Always provide the utmost in professional service, e.g., bringing a fresh napkin or fork to a guest whose item has fallen to the floor. Do everything you can to make the guests' meal the most enjoyable experience possible.

Subject: Table Settings

F&B-114

- A. Policy. It is the policy of the Club that catering table settings will be uniform and consistent.
- B. Discussion. It is important to understand why the table setting is so detailed. Always remember the rule of thumb, work from the outside in towards the plate, starting with the appetizer utensils, salad utensils, and finishing with the entrée utensils.
- C. Procedure
  - 1. The basic table setting:
    - a. The napkin, folded, is placed approximately one-quarter (1/4) inch from the edge of the table. This is the center of the basic setting.
    - b. The dinner knife is always placed to the right of the napkin, with the blade facing in.
    - c. The salad knife is placed to the right of the dinner knife, with the blade facing in.
    - d. The dinner fork is always placed to the left of the napkin. The distance between the knife and fork should be wide enough to fit a dinner plate between them.
    - e. The salad fork is placed to the left of the dinner fork.
    - f. The glass, usually a water glass, is placed about one-half (1/2) inch above the tip of the knife. A second glass, for wine, for example, is set to the right of the water glass, slightly closer to the table edge.
    - g. The bread plate, with a bread knife, is placed left of the fork; the blade of the knife should face left.
    - h. The teaspoon (coffee spoon) is placed to the right of the salad knife.
    - i. A carefully prepared basic table setting is an important part of your mise en place and will make your service much easier.
  - 2. Extending the basic setting.
    - a. The number of utensils on the table depends on the number of courses to be served, and the order in which they are placed is determined by the order in which the food is served.
    - b. A preset menu is a meal served to a group of members who have determined the menu and the time of service in advance, such as a catered event.

- c. The napkin, folded, is placed approximately one-quarter (1/4) inch from the edge of the table. This is the center of the basic setting.
- d. The dinner knife is always placed to the right of the napkin, with the blade facing in.
- e. The salad knife is placed to the right of the dinner knife, with the blade facing in.
- f. The dinner fork is always placed to the left of the napkin. The distance between the knife and fork should be wide enough to fit a dinner plate between them.
- g. The salad fork is placed to the left of the dinner fork.
- h. The glass, usually a water glass, is placed about one-half (1/2) inch above the tip of the knife. A second glass, for wine, for example, is set to the right of the water glass, slightly closer to the table edge.
- i. The bread plate, with a bread knife, is placed left of the fork; the blade of the knife should face left.
- j. The teaspoon (coffee spoon) is placed to the right of the salad knife.
- k. The dessert fork is placed above the napkin perpendicular to the other flatware, with the handle pointing to the left.
- l. The dessert spoon is placed above the dessert fork perpendicular to the other flatware, with the handle pointing to the right.

Subject: Techniques – Sit Down Plated Banquets

F&B-115

- A. Policy. It is the policy of the Club that all members will be served in a manner consistent throughout the Club.
- B. Procedure
1. All food will be served from the left side of the member with the left hand. Anytime it will cause an inconvenience for the member to be served from the proper side, just remember, from whatever side you serve use the same serving hand.
  2. All beverages will be served from the right side of the member with the right hand. Anytime it will cause an inconvenience for the member to be served from the proper side, just remember, from whatever side you serve use the same serving hand.
  3. All items are to be cleared from the right side of the member with the right hand. Anytime it will cause an inconvenience for the member to be cleared from the proper side, just remember, from whatever side you clear use the same clearing hand.

Subject: Techniques – Table Setting with Wine

F&B-116

- A. Policy. It is the policy of the Club that all tables will be set with the appropriate glassware, flatware, and china in a standardized fashion.
- B. Discussion. A carefully prepared table setting is an important part of your *mise en place* and will make your service much easier.
- C. Procedures
1. Ensure that the tablecloth(s) have been correctly laid, and make sure the chairs are in their proper positions.
  2. The folded napkin is placed approximately one-quarter inch from the edge of the table. This is the center of the place setting.
  3. The dinner knife is always placed to the right of the napkin, with the blade facing in.
  4. The appetizer/salad knife is always placed to the right of the dinner knife, with the blade facing in.
  5. The dinner fork is always placed to the left of the napkin. The distance between the knife and fork should be wide enough to fit a dinner plate between them.
  6. The appetizer/salad fork is always placed to the left of the dinner fork.
  7. The wine glass is placed about one-half inch above the tip of the dinner knife.
    - a. If two wine glasses are to be used, the glass above the tip of the dinner knife should be the red wine glass.
    - b. The white wine glass is then placed below the red wine glass at a slight angle.
  8. The water glass is placed above the red wine glass at the same angle as the white wine glass.
  9. The dessert silver is placed above the napkin.
    - a. The dessert fork is placed with its tines to the right.
    - b. The dessert spoon is placed above with its bowl to the left.
  10. The teaspoon is to be placed to the right of the appetizer knife.
  11. The coffee cup and saucer is to be placed to the right of the teaspoon. The coffee cup handle should face the four o'clock position.

12. The bread and butter plate is placed to the left of the appetizer/salad fork.
13. The bread and butter knife is placed on the top of the bread and butter plate with the knife lying perpendicular to the edge of the table pointing towards the left and the blade facing down.

Subject: Techniques – Table Setting without Wine

F&B-117

- A. Policy. It is the policy of the Club that all tables will be set with the appropriate glassware, flatware, and china in a standardized fashion.
- B. Discussion. A carefully prepared table setting is an important part of your *mise en place* and will make your service much easier.
- C. Procedures
1. Ensure that the tablecloth(s) have been correctly laid, and make sure the chairs are in their proper positions.
  2. The folded napkin is placed approximately one-quarter inch from the edge of the table. This is the center of the place setting.
  3. The dinner knife is always placed to the right of the napkin, with the blade facing in.
  4. The appetizer/salad knife is always placed to the right of the dinner knife, with the blade facing in.
  5. The dinner fork is always placed to the left of the napkin. The distance between the knife and fork should be wide enough to fit a dinner plate between them.
  6. The appetizer/salad fork is always placed to the left of the dinner fork.
  7. The water glass is placed about one-half inch above the tip of the dinner knife.
  8. The dessert silver is placed above the napkin.
    - a. The dessert fork is placed with its tines to the right.
    - b. The dessert spoon is placed above with its bowl to the left.
  9. The teaspoon is to be placed to the right of the appetizer knife.
  10. The coffee cup and saucer is to be placed to the right of the teaspoon. The coffee cup handle should face the four o'clock position.
  11. The bread and butter plate is placed to the left of the appetizer/salad fork.
  12. The bread and butter knife is placed on the top of the bread and butter plate with the knife lying perpendicular to the edge of the table pointing, towards the left and the blade facing down.