

9/15/2018



SPHM
HOSPITALITY

CLUB FORMS — FOOD & BEVERAGE



By: | Agustinus Agus Purwanto, SE MM



Series 400

Club Forms - Food & Beverage

Name of Event:		Date:	Day of Week:
Start Time:	End Time:	Function Space:	
Member Name:		Phone #:	Member #:
Contact Name:		Phone #:	FAX #:
Type Event: <input type="checkbox"/> Reception <input type="checkbox"/> Buffet <input type="checkbox"/> Meeting <input type="checkbox"/> Banquet: <input type="checkbox"/> Luncheon <input type="checkbox"/> Dinner			
Other:			
Projected Count:		Guarantee Count:	Actual Count:
Menu Selections:		Set Up Requirements:	
Beverage Requirements:		Billing Instructions:	
		Special Instructions:	

SPHM

Staff Meal
Exception Slip

Name:
Department:
Date:
Meal: <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner
Reason for Exception:
Supervisor's Signature:

SPHM Form 401Effective: 10/10/18

SPHM

Staff Meal
Exception Slip

Name:
Department:
Date:
Meal: <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner
Reason for Exception:
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Reason for Exception:
Supervisor's Signature:

SPHM Form 401Effective: 10/10/18

SPHM

Six Pack Order Form

Today's Date:	
Day/Date of Play:	Tee Time:
Order Instructions: Members/Guests may order six packs of beer to be placed in coolers on their carts. If order is placed on day of play, we can offer either domestic or import. If the order is placed in advance, player can request a specific beer (see choices below).	

Member/Guest Name:		
<input type="checkbox"/> Cash	<input type="checkbox"/> Charge	Cooler #(s): <input type="text"/>
Same Day Orders - House Choice of:		Total
<input type="text"/> Six Pack(s) Domestic	\$11.25	
<input type="text"/> Six Pack(s) Michelob	\$13.50	
<input type="text"/> Six Pack(s) Imported	\$18.00	
Advance Orders:		Total
<input type="text"/> Six Pack(s) Domestic	\$11.25	
<input type="text"/> Six Pack(s) Michelob	\$13.50	
<input type="text"/> Six Pack(s) Premium/Import	\$18.00	
Total		

Requested Beer(s):

SPHM

Six Pack Order Form

Today's Date:	
Day/Date of Play:	Tee Time:
Order Instructions: Members/Guests may order six packs of beer to be placed in coolers on their carts. If order is placed on day of play, we can offer either domestic or import. If the order is placed in advance, player can request a specific beer (see choices below).	

Member/Guest Name:		
<input type="checkbox"/> Cash	<input type="checkbox"/> Charge	Cooler #(s): <input type="text"/>
Same Day Orders - House Choice of:		Total
<input type="text"/> Six Pack(s) Domestic	\$11.25	
<input type="text"/> Six Pack(s) Michelob	\$13.50	
<input type="text"/> Six Pack(s) Imported	\$18.00	
Advance Orders:		Total
<input type="text"/> Six Pack(s) Domestic	\$11.25	
<input type="text"/> Six Pack(s) Michelob	\$13.50	
<input type="text"/> Six Pack(s) Premium/Import	\$18.00	
Total		

Requested Beer(s):

SPHM

Beverage Cart Issue Sheet

Weather (circle all that apply)				Date:				Day of Week:			
Sun: Full Partly Sunny				Wind: None Breezy Gusty				Temperature Range:			
Clouds: Full Partly Cloudy				Thunderstorms: Yes No				High: Low:			
Rain: Light Medium Heavy				A	B	C	D	E	F	G	H
				Initial Issue	Issue #2	Issue #3	Issue #4	Issue #5	Total Issue	Turn In	Units Sold
	Item										
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
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41											
42											
43											
44											
45											

Date: _____
Day of Week: _____

Start Time: _____
End Time: _____

Total Time: _____

	Item	Tick Marks	Units Sold	Sales Price	Total Sales		Variance fm Issue Sheet
1						1	
2						2	
3						3	
4						4	
5						5	
6						6	
7						7	
8						8	
9						9	
10						10	
11						11	
12						12	
13						13	
14						14	
15						15	
16						16	
17						17	
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22						22	
23						23	
24						24	
25						25	
26						26	
27						27	
28						28	
29						29	
30						30	
31						31	
32						32	
33						33	
34						34	
35						35	

Total Sales

Sales Per Hour (Total Sales/Total Time)

Comments/Requests/Problems:

Cart Attendant's Name: _____

Date: _____

	Date:
Name of Event:	Temporary Agency:
Date/Time of Event:	Event Venue:

Temp Servers

Server's Name:			
Was Server on Time?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Server's Name:			
Was Server on Time?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Server's Name:			
Was Server on Time?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Server's Name:			
Was Server on Time?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Catering Supervisor Signature:	Date:
Dining Svcs & Catering Manager Signature:	Date:

Event Name:	Date/Time of Event:
Event Location:	Designated Catering Supervisor:

Init. Topics to be covered at Pre-Event Staff Meeting

	Guaranteed number of attendees:		
	Type Event:	<input type="checkbox"/> Luncheon	<input type="checkbox"/> Dinner
		<input type="checkbox"/> Buffet	<input type="checkbox"/> Plated Meal
		<input type="checkbox"/> Reception	<input type="checkbox"/> Coffee Break
	Event Start Time:		
	Event End Time:		
	Designated Team Leaders:		
	Designated "Shadow":		
	Bar Service:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Type:	<input type="checkbox"/> Host	<input type="checkbox"/> Cash
		<input type="checkbox"/> Signature	
	Bar Begin Time:	Bar End Time:	
	Meal Service Time:		
	Wine Service:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Name Wines and Courses		
	Dessert Service:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Band or Entertainment:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Name:		
	Special Instructions:		

Server Reminders

	No one leaves without checking in with the Catering Manager or Event Supervisor.
	Temporary Staff must have timecards signed by Catering Manager or Event Supervisor.
	No eating/drinking during event. Staff may only eat designated staff meal or food authorized for server consumption by Chef.
	Check your attitudes; check your smiles.

Comments:

Event Name:	Date/Time of Event:
Event Location:	Designated Catering Supervisor:

Init. Items to be completed after event

Event Guarantee:	Actual Head Count:
Type Event: <input type="checkbox"/> Luncheon <input type="checkbox"/> Dinner <input type="checkbox"/> Buffet <input type="checkbox"/> Plated Meal <input type="checkbox"/> Reception <input type="checkbox"/> Coffee Break	
Scheduled Start Time:	Actual Start Time:
Scheduled End Time:	Actual End Time:
Server Team Leaders:	
Server Names:	
Bar Service: <input type="checkbox"/> Yes <input type="checkbox"/> No Type: <input type="checkbox"/> Host <input type="checkbox"/> Cash <input type="checkbox"/> Signature	
Actual Begin Time:	Actual Bar End Time:
Bar Revenue:	
Scheduled Meal Service Time:	Actual Meal Service Time
Wine Service: <input type="checkbox"/> Yes <input type="checkbox"/> No Bottles Consumed:	W ine Revenue:
Dessert Service: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Band or Entertainment: <input type="checkbox"/> Yes <input type="checkbox"/> No On Time? <input type="checkbox"/> Yes <input type="checkbox"/> No Performed to Contract? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Catering Manager's Review of Event (scale of 1 to 10):	
Comments:	

Checklist

	Host signed charge ticket for event.
	All cleanup properly completed.
	Venue reset, if necessary.
	Temporary Server timecards signed. One copy retained.
	Temporary Staff Evaluation, CRI Form 471, completed for any Temp staff.
	Time of staff departure.
	Proper security check and lockup completed.
	Repair & Maintenance and Housekeeping items reported, if applicable.

Member/Host/Guest Comments Noted:

To help us better serve our members and guests, we would appreciate your taking a few moments to comment on your dining experience.

Where did you dine today?

Club
Dining Room

☐

Club
Bar

☐

Courtyard
Room

☐

Catered
Event

☐

Turn House/
Bev Cart

☐

Date of meal: _____

Lunch

☐

Dinner

☐

Sunday
Brunch

☐

Other

☐

Please rate your dining experience:

Excellent

Good

Fair

Poor

Quality of Food

☐☐☐☐☐☐☐

Selection & Variety

☐☐☐☐☐☐☐

Quality of Service

☐☐☐☐☐☐☐

Promptness of Service

☐☐☐☐☐☐☐

Friendliness/Courtesy

☐☐☐☐☐☐☐

Cleanliness of Facility

☐☐☐☐☐☐☐

Price/Value

☐☐☐☐☐☐☐

Comments: _____

Should any of our staff be commended for exceptional service?

Your Name (optional): _____

Member Number (optional): _____

Thank you for your feedback. All comments will be used in a constructive manner to improve food and service.

Tom Finnegan, General Manager

The Menu Item Selling Sheet is used to educate servers about the menu items offered in the club's dining room. The more information and knowledge servers have about the food and beverage items offered, the better able they are to suggest options and alternatives to customers/guests/members, as well as to increase average checks.

Menu Item:

Main Ingredients:

Flavorings (herbs and spices):

Portion Size:

Cooking / Prep Time:

Accompanying Sides:

Special Characteristics: ☐ None
☐ Vegetarian ☐ Locally Grown
☐ Organic ☐ Heart Healthy
☐ Kosher ☐ Other: _____

Possible Allergens: ☐ None
☐ Dairy ☐ Gluten
☐ Peanut Oil ☐ MSG
☐ Shellfish ☐ Other: _____

Cooking Method: ☐ Roasted
☐ Sautéed ☐ Boiled
☐ Pan Fried ☐ Smoked
☐ Deep Fried ☐ Broiled
☐ Steamed ☐ Other: _____

Product Origin:
☐ Country: _____
☐ State: _____
☐ Locale: _____

Resolution of Issue or Incident:

Sauces: ☐ None Main Ingredients:

Suggested Descriptors:

Suggested Wine Pairings:

Suggested Appetizer(s):

Suggested Dessert(s):

Chef's Notes:

Server Notes:

The Wine Selling Sheet is used to educate servers about the wines offered in the dining operation. The more information and knowledge servers have about the wines offered, the better able they are to suggest options and alternatives to customers/guests/members, as well as to increase average checks.

Wine Category:	Wine Label
Wine: Enter information here	
Vintner: Enter information here	
Grape(s) Enter information here	
Country: Enter information here	
Region/State: Enter information here	
District/Locale: Enter information here	
Bottle Size(s): Enter information here	
Descriptors: Enter information here	
Price: Enter information here	

Suggested Menu Pairings

Enter information here

Awards & Recognition

Enter information here

The Wine Selling Sheet is used to educate servers about the wines offered in the dining operation. The more information and knowledge servers have about the wines offered, the better able they are to suggest options and alternatives to customers/guests/members, as well as to increase average checks.

Wine Category: Red	Wine Label
<p>Wine: 2006 Vintner's Reserve Merlot</p> <p>Vintner: Kendal-Jackson</p> <p>Grape(s) Merlot</p> <p>Country: United States</p> <p>Region/State: California</p> <p>District/Locale: Sonoma County</p> <p>Bottle Size(s): 750 ml</p> <p>Descriptors: dry, rich, smooth, hints of cedar, herbs, black currants</p> <p>Price: \$62</p>	

Suggested Menu Pairings

EntAgedr informatAngusSirloinonhere:

Charbroiled Ribeye

Petite Filet Mignon

NY Strip Steak

Rack of Lamb

Awards & Recognition

San Francisco Chronicle Wine Competition, 2010: Bronze

Los Angeles Wine & Spirits Competition, 2009: Bronze

San Francisco International Wine Competition, 2009: Bronze

San Francisco International Wine Competition, 2009: Silver