



THE GOLF CLUB OF GEORGIA

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FOH Training Package

Day 1

July 26, 2016

Jamie Jamison

GCOG FOH New Hire Training Package Day One

Welcome to the GCOG service team! We have planned 5 days of training to get you completely prepared for success as a member of the team. We are committed to training every service. After the five days, we have continuing service training available for those that wish to further their opportunities at the Club.

Here is a brief outline of your training

Day One	Orientation
Day Two	Back of House Operations
Day Three	Front of House Operations
Day Four	Member interaction
Day Five	Solo

Added training

Non Alcoholic Beverage

Bartending

Sommelier

Day one

- Trail in Golf Shop 1-2 hours
- Tour of Property
- Course Map
- Hours of Operations
- Membership
- Organizational Chart
- Pool Organization
- Service Standards
- Sequence of Service
- Floor Diagrams
- Alpharetta Pouring Permit information
- History Test Key
- Operations Test Key

GCOG Service Pool Share Worksheet



Employee Name

Hire Date

Level	Position	Competed	Date	Trainer	Qualifier	Date Pts
	Orientation					
	New Hire Paper Work					
	Uniform issued					
	Pour Permit					
	Tour of Club					
Level 5 30 points						
	Floor Plan Test					
	Club History Test					
	Club Operations Test					
	Banquet Diagram Test					
	Basic Service Test					
	<i>Qualified Host</i>					
	<i>Qualified Turnstand</i>					
	<i>Qualified Barback</i>					
	<i>Qualified Backserver</i>					
	<i>Qualified Banquet Set</i>					
	<i>Qualified Banquet Server</i>					
	<i>Qualified Banquet Bartender</i>					
Level 4 60 points						
	Recommendation					
	Oral AM Service Exam					
	Oral Sidework Test					
	POS Exam					
	Written AM Food Test					
	Written Beverage Test					
	Written Floor Plan Test					
	Written Service Exam					
	<i>Qualified AM Server</i>					
	<i>Qualified Foodrunner</i>					

GCOG Service Pool Share Worksheet

Level 3 80 Points

Recommendation					
Oral PM Bartending Exam					
Oral PM Service Exam					
Written Bartender Beverage Exam					
Written Bartender Service Exam					
Written PM Food Exam					
<i>Qualified Bartender</i>					
<i>Qualified PM Server</i>					

Level 2 90 Points

Recommendation					
Shift Lead Certified					
Train the Trainer Certified					
Trained in Banquets					
Trained in Green Tavern					
Trained in Grille Room					
Trained in Men's Grill					
Written Standards Exam					
<i>Lead Bartender</i>					
<i>Lead Server</i>					

Level 1 100 Points

Recommendation					
Club operations Certified					
Scheduling Certified					
Shift Lead Certified					

City of Alpharetta Rules and Required Documentation for Permits

If your permit is expired there will be a \$15 late fee in addition to the \$50 permit fee for alcohol, taxi and precious metals

The permit is required to be on your person while working and must be produced upon request.

Active permit is valid for 1 year from issue date and can be used at any Restaurant and Special Event within the City of Alpharetta.

If permit is lost, a replacement permit can be printed and picked up from the Records Office of the Alpharetta Department of Public Safety during business hours. Expiration date will remain the same.

Required Documentation for the Permitting Process:

United States Citizen:

- Georgia Driver's License or Georgia Identification Card

United States Citizen born overseas:

- Georgia Driver's License or Georgia Identification Card and one of the below listed:
 - A United States Passport, or an
 - National Birth Certificate (original or certified copy), or an
 - Certificate of Citizenship

Non United States Citizen:

- Georgia Driver's License or Georgia Identification Card and one of the below listed:
 - Employment Authorization Card (I-766), or an
 - Permanent Resident Card (I-551)

Fingerprinting Hours: Monday Tuesday, Thursday and Friday: 9:00AM - 2:30PM
Permit pick-up Hours: Monday-Thursday 8:30AM-5:00PM Friday 8:30AM-4:30PM

After 5 business days, please call the Front Desk to check the status of your permit and verify if it is ready to be picked up by calling:

(678) 297-6306

Updated: 2/8/2016

City of Alpharetta Alcoholic Beverage Permit Screening Process

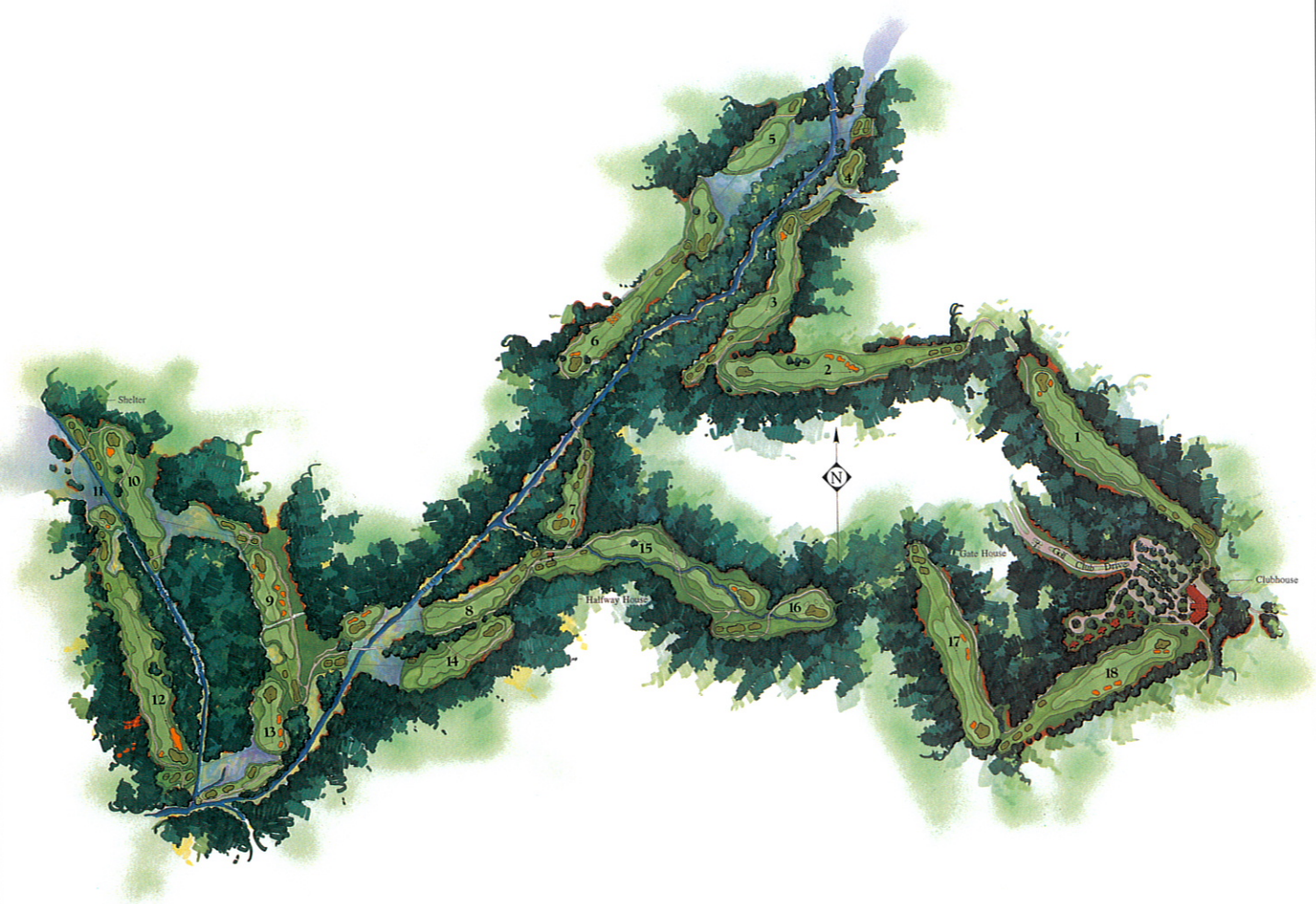
You will be DENIED an Alcoholic Beverage Permit if you have ANY of the following in your background history:

****Note: Any "Open" or non-adjudicated involvement with regard to the following disqualifying events will prohibit you from obtaining an alcoholic beverage permit.**

- **Felony conviction within the past five (5) years, if an owner or manager of licensed establishment or three (3) years, if an employee.**
- **Currently on or the failure to complete any felony or misdemeanor probation, to include any programs for First Offenders.**
- **Convicted under a "Driving Under the Influence" statute, more than one (1) time within his or her lifetime. In order to be considered for a permit, a conviction cannot have occurred within a one (1) year prior to the initiation of the process to obtain a permit.**
- **Offenses related to the disregard or disrespect for the law or law enforcement authorities.**
- **Crimes dealing with sexual offenses, domestic violence, crimes against children, and crimes against public safety and order.**
- **Offenses involving the threatened use of a deadly weapon and the use or attempted use of physical force.**
- **Individuals convicted of Hit and Run, Vehicular Homicide, Attempting to Elude or Evade, or considered a Habitual Violator.**
- **Offenses dealing with illegal commercial gambling, bookmaking, loan sharking, or other related types of activity.**
- **Involvements in theft. The class of the theft shall be determined by the Criminal Code that was in effect at the time of the theft. Any conviction of theft cannot have occurred within one (1) year prior to the beginning of the application process for obtaining a permit.**
- **Involvement in more than two instances of theft beginning at the age of 13.**
- **Conviction for any type of drug use, possession, sale, delivery, or involvement within one (1) year prior to the initiation of the process to obtain a permit**
- **Involvement in the felony possession of a controlled substance deemed illegal at the time of possession, regardless of the intent to distribute the substance.**
- **Involvement in the selling, trading, distribution, growing, transporting, manufacturing, or preparing of any substance or drug considered as controlled or illegal by the Criminal Code in effect at the time of the act.**



The Lakeside Course • Architect, Arthur Hills



The Creekside Course • Architect, Arthur Hills

GCOG F&B Hours of Operation

May 2016 Revised 5.4.16

Men's Locker Room Grill –

- | | |
|--------------------------------|-----------------------|
| • 7:00am - 6:00pm Tues to Sun | Shoe Shine Shop Open |
| • 7:00am - 10:00am Tues to Sun | Coffee Available |
| • 10:00am - 8:00pm Tues to Sun | Open for Bar Service |
| • 10:30am - 8:00pm Tues to Sun | Open for Food Service |

Muirfield Porch (Breakfast and Lunch Service)

- | | |
|--------------------------------|--|
| • 7:00am - 10:30am Tues to Sun | Muirfield Porch Open for Breakfast Service
(Overflow into The Grill Room) |
| • 10:30am - 3:00pm Tues to Sun | Muirfield Porch Open for Lunch Service
(Overflow into The Grill Room) |

The Grill Room/Muirfield Porch (Dinner Service)

- | | |
|---------------------------------------|-------------------|
| • Thurs, Fri, and Sat 5:00pm - 9:00pm | Dinner Service |
| • Closed for Dinner Sun - Wed | No Dinner Service |

Tavern on the Green (Bar)

- | | |
|----------------------------------|-------------------------------------|
| • 3:00pm - 8:00pm Sun, Tues, Wed | Open for Cocktails, Tapas and Pizza |
| • 3:00pm - 10:00pm Thu, Fri, Sat | Open for Cocktails, Tapas and Pizza |

Service Bar/Turn Stand -

- | | |
|-----------------------------------|-----------------------------------|
| • 10:00am - 6:00pm Sun, Tues, Wed | Open for Service |
| • 10:00am - 8:00pm Thu, Fri, Sat | Open for Service (through dinner) |

Creekside Turn Stand - Currently Open

- | | |
|-----------------------------|------------------|
| • 9:30am-5:00pm Tues to Sun | Open for service |
|-----------------------------|------------------|



MEMBERSHIP CATEGORIES

Full Golf Privilege (39 years of age and over)

Full golf privilege members enjoy full access to our two award winning championship golf courses, Lakeside and Creekside. Your family will also enjoy complete access to the Club's golf practice facilities, men's and ladies' locker rooms, dining and banquets facilities, as well as a full calendar of social events. Monthly dues include one locker, bag storage, handicap and range fees, and swim/tennis and dining privileges at our sister club Horseshoe Bend CC. Additional cart and guest fees will apply.

Initiation Fee	\$15,000
Monthly Dues	\$750

Intermediate Golf Privilege (28 - 38 years of age)

Intermediate golf privilege members enjoy full access to our two award winning championship golf courses, Lakeside and Creekside. Your family will also enjoy complete access to the Club's golf practice facilities, men's and ladies' locker rooms, dining and banquets facilities, as well as a full calendar of social events. Monthly dues include one locker, bag storage, handicap and range fees, and swim/tennis and dining privileges at our sister club Horseshoe Bend CC. Additional cart and guest fees will apply. Upon turning 39 years of age, an additional initiation fee of \$10,000 will be collected to advance to Full Golf.

Initiation Fee	\$10,000
Monthly Dues	\$600

Young Professional Golf Privilege (Up to 27 years of age)

Young Professional Golf members enjoy full access to our two award winning championship golf courses, Lakeside and Creekside. Your family will also enjoy complete access to the Club's golf practice facilities, men's and ladies' locker rooms, dining and banquets facilities, as well as a full calendar of social events. Monthly dues include one locker, bag storage, handicap and range fees, and swim/tennis and dining privileges at our sister club Horseshoe Bend CC. Additional cart and guest fees will apply. Upon turning 28 years of age, an additional initiation fee of \$5000 will be collected to advance to Intermediate Golf. Upon turning 39 years of age, an additional \$10,000 will be collected to advance to Full Golf.

Initiation Fee	\$5,000
Monthly Dues	\$325

~Young Professional Golf Privilege membership category capped at 50 members~

Corporate Membership

Corporate members enjoy full access to our two award winning championship golf courses, Lakeside and Creekside. Your family will also enjoy complete access to the Club's golf practice facilities, men's and ladies' locker rooms, dining and banquets facilities, as well as a full calendar of social events. Monthly dues include one locker, bag storage, handicap and range fees, and swim/tennis and dining privileges at our sister club Horseshoe Bend CC. Additional cart and guest fees will apply. This membership type features transferability of designees with no additional fee. Maximum of eight designees allowed per membership.

Please inquire for further information.

National Membership

National members enjoy full access to our two award winning championship golf courses, Lakeside and Creekside. Your family will also enjoy complete access to the Club's golf practice facilities, men's and ladies' locker rooms, dining and banquets facilities, as well as a full calendar of social events. Monthly dues include one locker, bag storage, handicap and range fees, and swim/tennis and dining privileges at our sister club Horseshoe Bend CC. Additional cart and guest fees will apply. National membership is open to members whose residence is more than 200 miles from Alpharetta, Georgia.

Initiation Fee	\$5,000
Monthly Dues	\$250

Social Membership

Social members enjoy access to the Club's dining, meeting, and banquet facilities, as well as a full calendar of social and holiday events, and also access to dining, meeting, and banquet facilities at Horseshoe Bend CC.

Initiation Fee	\$5,000
Monthly Dues	\$200
Food & Beverage	N/A

* Add on Tennis Privileges OR Swim Privileges OR BOTH

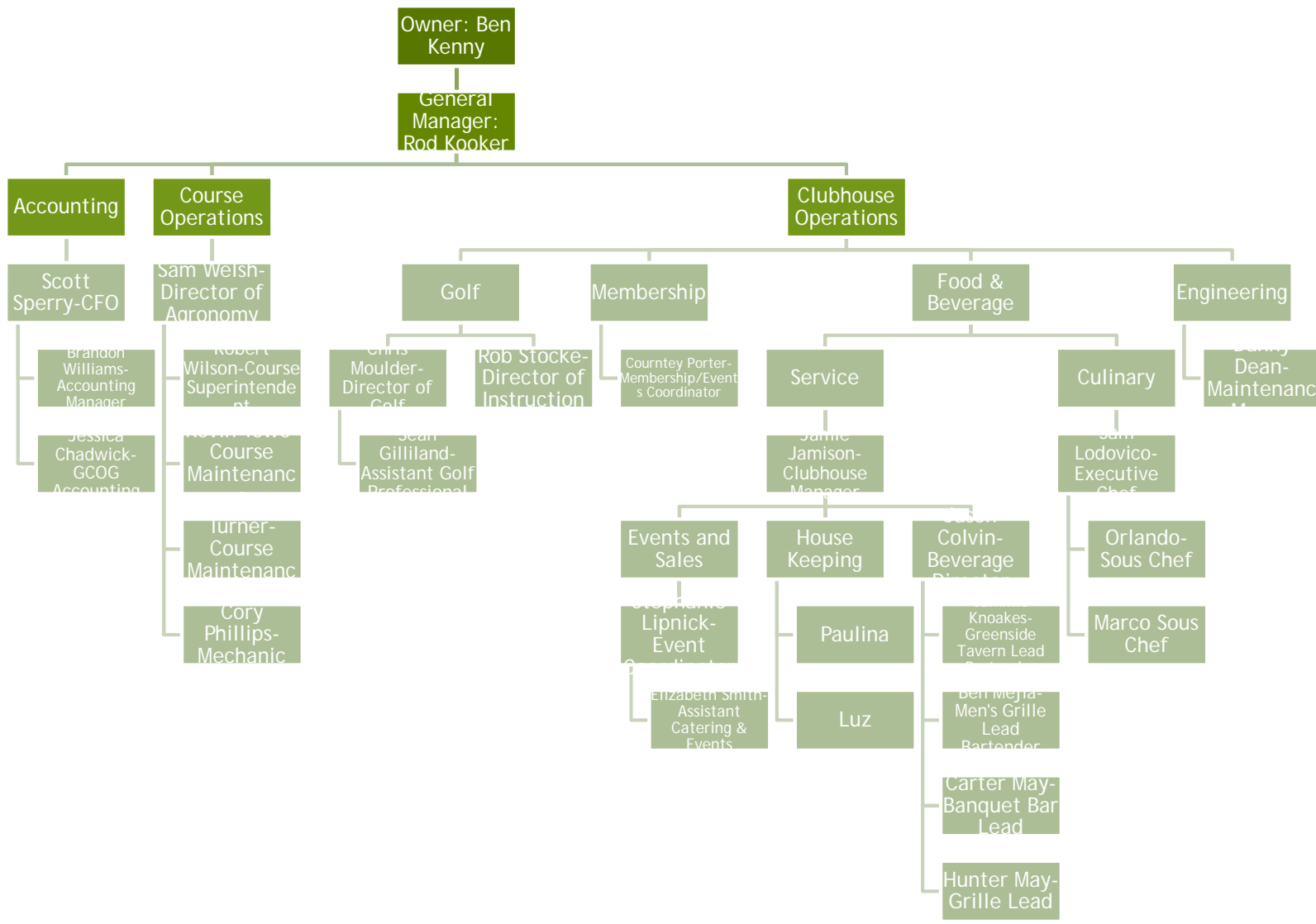
Social members selecting this add on will enjoy Tennis Privileges at Horseshoe Bend CC to include access to 14 tennis courts (6 clay courts), league play and tennis instruction (additional fees apply), OR Swim Privileges with access to 3 swimming pools, and tennis locker rooms.

Initiation Fee for Tennis OR Swim	N/A
Monthly Dues	\$100
Food & Beverage	N/A

Initiation fee for Tennis AND Swim N/A

Initiation Fee	N/A
Monthly Dues	\$150
Food & Beverage	N/A

GCOG Organizational Chart



GCOG FOH Position and Point Values

FOH Positions

1st Level: 100pts

Shift Leader

2nd Level: 90 pts

Lead Server

Lead Bartender

3rd Level: 80p

Bartender

PM Server

4th Level: 60 pts

AM Server

Food Runner

**Head Banquet Setup*

5th Level: 30pt.

Banquet Bartender

Banquet Server

Banquet Setup

Back server

Barback

Turnstand

Hostess

Level 1 Requirements

- All Level 2 Requirements
- Recommendation of Clubhouse Manager and General Manager
- Proficient in all aspect of Club operations
- Schedule all outlets

Level 2 Requirements

- All Level 3 Requirements

GCOG FOH Position and Point Values

- Recommendation of the Clubhouse Manager or Beverage Director
- Uphold all standards in all areas
- Crossed trained and trainer in all areas
- Able to train all staff
- Build the team for the shift

Level 3 Requirements

- All Level 4 Requirements
- Recommendation of the Clubhouse Manager or Beverage Director
- Detailed Bartender Beverage Test
- Detailed Bartender Service Test
- Detailed Bartender Food Test
- Detailed Beverage Test
- Detailed PM Food Test
- Practical PM Service Test

Level 4 Requirements

- All Level 5 Requirements
- Be recommended by a level 1 or 2 server
- Practical AM Service Test
- Detailed Service Test
- Detailed AM Food Test
- POS proficiency test
- Detailed Floor Plan Test
- General Beverage Test
- Side work Test

Level 5 Requirements

- 3 day General Training Program
- Floor Plan Test
- History Test
- Operations Test
- BEO Test
- Diagram Test
- Basic Service Test

Clubhouse Manager

FLSA Status: Exempt

Job Summary

The Clubhouse Manager is responsible for overseeing all aspects of food and beverage service operations, to include cleanliness, timeliness of food service and effectively executing banquets. This responsibility will include all dining, locker room, Creekside Turn and common areas. The Clubhouse Manager shall maintain these facilities and services at the highest quality level for the enjoyment of members and their guests. The Clubhouse Manager will work closely with the Executive Chef to ensure all Food and Beverage requirements are met. The Clubhouse Manager will have a positive attitude, sense of urgency, ability to motivate and lead others. This position requires the ability to organize and prioritize, be personable, responsible and willing to work in a team environment with an emphasis on leadership. This position requires working nights, weekends and holidays.

Job Tasks (Duties)

1. Oversees the orientation and training of new and current food and beverage service staff.
2. Conducts periodic performance reviews of Shift Leader, service staff, service assistants (food runners, etc.) and bartenders.
3. Follows and enforces all rules and policies of the Club.
4. Conducts weekly, or as needed, department meetings with staff to disseminate information, discuss problems and solutions, etc. (Include pre-shift meetings)
5. Maintains a high level of member contact throughout service hours.
6. Handles all member and guest complaints in a professional manner and according to established policies, and forwards all information to the General Manager.
7. Assists in developing and maintaining of an operating budget in conjunction with the Executive Chef for the Food and Beverage Department.
8. Revises scheduled service staff according to the flow of business as well as the ability to produce a work schedule that fits with budgeted standards.
9. Maintains an accurate account of each employee under supervision.
10. Oversees the completion of all paperwork on a daily basis.
11. Participates as an active member of the management staff in improving the service and operation of the Club.
12. Researches and develops, then assists, with the implementation of marketing and sales promotion activities for the F&B department.
13. Continually develops training policies and procedures for F&B department and reassess the department's needs.
14. Works with the Executive Chef in developing wine lists and beverage promotions.
15. Develops creative ways of promoting Club functions in the member dining areas.
16. Maintains appearance, upkeep and cleanliness of all F&B equipment and facilities.
17. Audits and approves weekly departmental payroll.
18. Maintains current certifications in CPR/AED and TIPS.
19. Maintains active involvement in professional organizations and continuing education in filed related classes.
20. Delegates responsibilities for meeting and banquet set-ups, as well as coordinates private functions.

21. Practices "Team Work."
22. Maintains reports on all china, glass and silver inventories on a monthly basis.
23. Maintains a well groomed appearance at all times.
24. Knowledge of role during emergency situations. Aware of fire and life safety procedures.
25. Knowledge of POS system and able to train employees on all aspects of system.
26. Maintains positive attitude with all staff and members. Avoids all negative comments.
27. Has knowledge of wines and the ability to train staff in this field.
28. Displays a sense of urgency with all tasks, sets an example for the staff.
29. Performs any additional duties as requested by management.

Education/Experience

- High school diploma or GED required.
- A 4-year-degree in Hospitality is preferred.
- Minimum of 3-5 years of food and beverage supervisory experience in a premier level private club.

Qualifications/Minimum Job Requirements

- The position requires initiative, creativity and self-motivation, as well as discipline.
- Ability to motivate others and manage financial and human resources effectively with the responsibility to achieve established goals and objectives.
- Display a high level of professionalism and integrity as befitting a member of management.
- Occasional sitting.
- Frequent bending, stooping, pulling, lifting.
- Continuous standing, walking, repetitive actions for extended periods of time.
- Heat sensitive environment.
- Able to operate standard office equipment including computer, must be familiar with Excel, Word and Outlook.
- Must be able to exercise good judgment under pressure.
- Have a high level of interpersonal skills to communicate policies, procedures and objectives.
- Professional reference required.
- Must have a current City of Alpharetta Pouring License.

Reports to

General Manager

Date

Employee Signature

Beverage Director

FLSA Status: Exempt

Job Summary

The Beverage Manager is responsible for the management of all bar areas in a manner most pleasing to ownership, members, and guests. The Beverage Manager shall maintain these facilities and services at the highest quality level for the enjoyment of members and their guests. The Beverage Manager will have a positive attitude, sense of urgency, ability to motivate and lead others. This position requires the ability to organize and prioritize, be personable, responsible and willing to work in a team environment with an emphasis on leadership. This position requires working nights, weekends and holidays.

Job Tasks (Duties)

1. Develops and maintains a bar product and supplies inventory system for:
 - a. Alcoholic beverages, including wines;
 - b. Non-alcoholic beverages and mixers;
 - c. Glassware; and
 - d. Paper and other bar supplies.
2. Orders inventory, codes invoices, and follows clubs accounting procedures to ensure timely payment. Researches any invoice disputes.
3. Plans special promotional events and strategies to improve the beverage program for members and guests.
4. Maintains the cleanliness and sanitation of bar areas, glassware, and equipment through regular inspections and best practices such as FIFO.
5. Inspects to ensure that the club's sanitation, safety, energy management, preventive maintenance, and other programs are implemented and complied with as they apply to beverage operations. Schedules the maintenance of draft beer tapping.
6. Develops standard operating procedures to help assure the bars are setup and operated efficiently.
7. Monitors bar closing procedures (via a checklist) and assures that the area is secure.
8. Develops product and revenue control systems and procedures to help reduce theft.
9. Assures that all laws and club policies and procedures applicable to beverage operations are consistently followed.
10. Recruits, trains, schedules, supervises, and evaluates bar personnel according to established club procedures.
11. Works with Clubhouse Manager, Event Manager, and others to ensure efficient beverage service in all of the club's outlets and for special functions.
12. Works with Clubhouse Manager, Executive Chef, Event Manager, and others to develop wine, beer, and beverage lists.
13. Assists in development of the budget for the beverage department; monitors financial information daily, and takes corrective action as necessary to help ensure that financial goals are met.
14. Develops and monitors labor budgets; takes corrective action as necessary.
15. Handles all member and guest complaints in a professional manner and according to established policies, and forwards all information to the Clubhouse Manager.
16. Assists with private parties and service in food and beverage outlets when necessary.

17. Schedules wine and beer samplings with distributors to continuously improve variety and quality of beverages available to club members and guests.
18. May serve as a bartender, if needed.
19. Plans and develops training programs and professional development opportunities for him- or herself and all other beverage personnel.
20. Keeps current with changing member preferences and industry trends relative to the beverage operations.
21. Conducts scheduled meetings with service staff, as needed.
22. Attends staff and management meetings.
23. May serve as the club's opening or closing manager or manager on duty.
24. Follows and enforces all rules and policies of the Club.
25. Participates as an active member of the management staff in improving the service and operation of the Club.
26. Maintains a well groomed appearance at all times.
27. Maintains current certifications in CPR/AED and TIPS. Knowledge of role during emergency situations. Aware of fire and life safety procedures.
28. Knowledge of POS system and able to train employees on all aspects of system.
29. Maintains positive attitude with all staff and members. Avoids all negative comments.
30. Performs other duties as assigned by the Clubhouse Manager or General Manager.

Education/Experience

- High school diploma or GED required.
- A 4-year-degree in Hospitality is preferred.
- Minimum of 1-3 years of food and beverage experience in a premier level private club.

Qualifications/Minimum Job Requirements

- The position requires initiative, creativity, and self-motivation, as well as discipline.
- Display a high level of professionalism and integrity
- Occasional sitting.
- Frequent bending, stooping, pulling, lifting.
- Continuous standing, walking, repetitive actions for extended periods of time.
- Heat sensitive environment.
- Proficient with Microsoft Office and technology.
- Must be able to exercise good judgment under pressure.
- Have a high level of interpersonal skills to communicate policies, procedures and objectives.
- Professional reference required.
- Must have a current City of Alpharetta Pouring License.

Reports to

Clubhouse Manager

Date

Employee Signature

Food and Beverage Manager Trainee

FLSA Status: Exempt

Job Summary

Follows the training program put forth by the Club. The Food and Beverage Manager Trainee shall maintain these facilities and services at the highest quality level for the enjoyment of members and their guests. The Food and Beverage Manager Trainee will have a positive attitude, sense of urgency, ability to motivate and lead others. This position requires the ability to organize and prioritize, be personable, responsible and willing to work in a team environment with an emphasis on leadership. This position requires working nights, weekends and holidays.

Job Tasks (Duties)

1. Train in all areas of the food and beverage department. The F&B Manager Trainee will be under the supervision of various managers during the training process.
2. During the period of training the F&B Manager Trainee must learn service procedures as set out by the Club and to ensure all team members within the department meet the standards.
3. Must learn all restaurant and bar menus and operation under the guidance of the Executive Chef.
4. Must work in and learn about all the operational areas of the FOH service and BOH areas.
 - a. Learns cleanliness and sanitation of bar areas, glassware, and equipment through regular inspections and best practices such as FIFO.
 - b. Learns product and revenue control systems and procedures to help reduce theft.
 - c. Learns to develop and monitor F&B budget through daily monitoring of financial information, and how to take corrective action as necessary to help ensure that financial goals are met.
 - d. Learns to develop and monitor labor budgets; takes corrective action as necessary.
 - e. Learns to handle all member and guest complaints in a professional manner and according to established policies.
5. Should learn and have a knowledge of the restaurants and banquet operations with the help of the Clubhouse Manager and learn and have a knowledge of the accounting procedures.
6. Should learn and enforce all HBCC procedures and county and city laws and regulations governing food and beverage operations.
7. Manages and maintains a bar product and supplies inventory system for:
 - a. Alcoholic beverages, including wines;
 - b. Non-alcoholic beverages and mixers;
 - c. Glassware; and
 - d. Paper and other bar supplies.
8. Orders beverage inventory, codes invoices, and follows clubs accounting procedures to ensure timely payment. Researches any invoice disputes.
9. Plans special promotional events and strategies to improve the F&B programs for members and guests.

10. Assists with recruiting, training, and scheduling F&B personnel according to established club procedures.
11. Assists with private parties and service in food and beverage outlets when necessary.
12. Schedules wine and beer samplings with distributors to continuously improve variety and quality of beverages available to club members and guests.
13. Plans and develops training programs and professional development opportunities for him- or herself and all other beverage personnel.
14. Keeps current with changing member preferences and industry trends relative to the beverage operations.
15. Attends staff and management meetings, as needed.
16. May serve as the club's opening or closing manager or manager on duty.
17. Follows and enforces all rules and policies of the Club.
18. Maintains a well groomed appearance at all times.
19. Maintains current certifications in CPR/AED and TIPS. Knowledge of role during emergency situations. Aware of fire and life safety procedures.
20. Knowledge of POS system and able to train employees on all aspects of system.
21. Maintains positive attitude with all staff and members. Avoids all negative comments.
22. Performs other duties as assigned by the Clubhouse Manager or General Manager.

Education/Experience

- High school diploma or GED required.
- A 4-year-degree in Hospitality is preferred.
- Minimum of 1-3 years of food and beverage experience in a premier level private club.

Qualifications/Minimum Job Requirements

- The position requires initiative, creativity, and self-motivation, as well as discipline.
- Display a high level of professionalism and integrity
- Occasional sitting.
- Frequent bending, stooping, pulling, lifting.
- Continuous standing, walking, repetitive actions for extended periods of time.
- Heat sensitive environment.
- Proficient with Microsoft Office and technology.
- Must be able to exercise good judgment under pressure.
- Have a high level of interpersonal skills to communicate policies, procedures and objectives.
- Professional reference required.
- Must have a current City of Alpharetta Pouring License.

Reports to

Clubhouse Manager

Date

Employee Signature

Shift Leader

FLSA Status: Exempt

Job Summary

The Shift Leader is responsible for assisting with all aspects of food and beverage service operations, to include cleanliness, timeliness of food service and banquets. This responsibility will also include all dining, locker rooms, Far Turn, pool and, common areas. The Shift Leader shall maintain these facilities and services at the highest quality level for the enjoyment of members and their guests. The Shift Leader will have a positive attitude, sense of urgency, ability to motivate and lead others. This position requires the ability to organize and prioritize, be personable, responsible and willing to work in a team environment with an emphasis on leadership. This position requires working nights, weekends and holidays.

Job Tasks (Duties)

23. Assists with the training of new and current food and beverage service staff.
24. Follows and enforces all rules and policies of the Club.
25. Conducts weekly, or as needed, department meetings with staff to disseminate information, discuss problems and solutions, etc. (Include pre-shift meetings)
26. Maintains a high level of member contact throughout service hours.
27. Handles all member and guest complaints in a professional manner and according to established policies, and forwards all information to the Clubhouse Manager.
28. Assists in developing and maintaining of an operating budget as requested by the Clubhouse Manager.
29. Revises scheduled service staff according to the flow of business as well as the ability to produce a work schedule that fits with budgeted standards.
30. Maintains an accurate account of each employee under supervision.
31. Oversees the completion of all paperwork on a daily basis.
32. Participates as an active member of the management staff in improving the service and operation of the Club.
33. Assists with the implementation of marketing and sales promotion activities for the F&B department.
34. Continually develops training policies and procedures for F&B department and reassess the department's needs.
35. Acts as Manager on Duty in the absence of the Clubhouse Manager.
36. Develops creative ways of promoting Club functions in the member dining areas.
37. Maintains appearance, upkeep and cleanliness of all F&B equipment and facilities.
38. Maintains current certifications in CPR/AED and TIPS.
39. Maintains active involvement in professional organizations and continuing education in filed related classes.
40. Practices "Team Work."
41. Maintains a well groomed appearance at all times.
42. Knowledge of role during emergency situations. Aware of fire and life safety procedures.
43. Knowledge of POS system and able to train employees on all aspects of system.
44. Maintains positive attitude with all staff and members. Avoids all negative comments.

- 45. Has knowledge of wines and the ability to train staff in this field.
- 46. Displays a sense of urgency with all tasks, sets an example for the staff.
- 47. Performs other duties as assigned by the Clubhouse Manager.

Education/Experience

- High school diploma or GED required.
- A 4-year-degree in Hospitality is preferred.
- Minimum of 1-3 years of food and beverage experience in a premier level private club.

Qualifications/Minimum Job Requirements

- The position requires initiative, creativity and self-motivation, as well as discipline.
- Ability to motivate others and manage financial and human resources effectively with the responsibility to achieve established goals and objectives.
- Display a high level of professionalism and integrity as befitting a member of management.
- Occasional sitting.
- Frequent bending, stooping, pulling, lifting.
- Continuous standing, walking, repetitive actions for extended periods of time.
- Heat sensitive environment.
- Able to operate standard office equipment including computer, must be familiar with Excel, Word and Outlook.
- Must be able to exercise good judgment under pressure.
- Have a high level of interpersonal skills to communicate policies, procedures and objectives.
- Professional reference required.
- Must have a current City of Alpharetta Pouring License.

Points

100

Reports to

Clubhouse Manager/Beverage Director

Date

Employee Signature

Grill/Grille/Tavern Lead Server & Lead Bartender

FLSA Status: Non-Exempt

Job Summary

This position coordinates food and beverage experience for members and their guests. This includes presentation of the dining space, timing of the courses served, maintaining a friendly and professional demeanor and the presentation of a spotless image.

It requires a positive attitude at all times, a willingness to help others and above all else, a desire to satisfy our members and their guests. A professional appearance of clean and pressed uniform, excellent hygiene and good grooming is a must for this position.

Job Tasks (Duties)

1. Adheres to established rules and regulations of the GCOG while working scheduled shifts.
2. Maintains highest level of service for the Grill/Grille/Tavern and Special Events.
3. Maintains highest level of cleanliness and good repair of all Grill/Grille/Tavern and Special Events service work stations, dining utensils, equipment and glassware including common and storage areas.
4. Supervises and assists in training of Grill/Grille/Tavern and Special Events servers.
5. Follows all guidelines in the Front of House Standard Operating Procedures, including instructions on table setting, order taking and sequence of service.
6. Takes responsibility of setup and side work responsibilities to ensure required tasks are completed in a timely and correct manner.
7. Provides immediate attention to all members and guests upon seating.
8. Takes member and guest orders; suggestively sells food and beverage items, if appropriate.
9. Keeps tables, dining room and bus station areas clean.
10. Performs clean-up and closing duties as assigned by manager.
11. Attends pre-meal meetings as requested by managers.
12. Thanks members and guests; invites them to return.
13. Consistently follows local and state laws and the Club's policies and procedures for the service of alcoholic beverages to members and guests.
14. Maintains knowledge of GCOG information (hours of operation, etc.).
15. Practices "Teamwork."
16. Maintains positive attitude with all staff and members. Greets all members by name when possible. Maintains eye contact and use proper vocabulary when speaking with members. Avoids all negative comments.
17. Maintains a well groomed appearance and proper cleaned, pressed uniform at all times.
18. Advises dining room supervisor or manager of any complaints immediately.
19. Maintains knowledge of all menu items, daily/weekly specials, wine list, preparation methods, ingredients and garnish.

20. Maintains knowledge of role during emergency situations. Aware of fire and life safety procedures.
21. Maintains knowledge of POS system. Able to open/close checks and use this system to successfully communicate food orders to the kitchen in a timely manner. Updates daily special information. Has the ability to execute all service successfully.
22. Possesses a competent knowledge of wines and spirits. Comfortable in naming and explaining all house liquors and by the glass wines.
23. Possess common knowledge of basic grape varietals and understands essential culinary cooking terms and sauces.
24. Ability to stand for long periods of time, bending, reaching, and the ability to carry trays of food weighing 25-50 pounds at times is required.
25. Anticipates member's needs by providing them with immediate attention. Displays a sense of urgency with all tasks.
26. Performs other duties as requested by managers.

Education/Experience

- High School diploma or GED is required.
- The ability to read, write and execute basic math skills.
- Minimum of 3-5 years of serving experience required; experience in a private club setting, preferred.
- Previous private club experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to tolerate working in an extremely hot environment.
- Must be able to lift and balance large oval tray with plates, up to 50lbs..
- Must be able to carry and balance cocktail tray with Champagne flutes.
- Must be able to work in an outdoor environment.
- Must have a current City of Alpharetta Pouring License.

Points

90

Reports to

Clubhouse Manager/Beverage Director/ Shift Leader

Date

Employee Signature

PM Grill/Grille/Tavern Server and Bartender

FLSA Status: Non-Exempt

Job Summary

This position coordinates food and beverage experience for members and their guests. This includes presentation of the dining space, timing of the courses served, maintaining a friendly and professional demeanor and the presentation of a spotless image.

It requires a positive attitude at all times, a willingness to help others and above all else, a desire to satisfy our members and their guests. A professional appearance of clean and pressed uniform, excellent hygiene and good grooming is a must for this position.

Job Tasks (Duties)

1. Adheres to established rules and regulations of the GCOG while working scheduled shifts.
2. Maintains highest level of service for the Grill/Grille/Tavern and Special Events.
3. Maintains highest level of cleanliness and good repair of all Grill/Grille/Tavern and Special Events service work stations, dining utensils, equipment and glassware including common and storage areas.
4. Follows all guidelines in the Front of House Standard Operating Procedures, including instructions on table setting, order taking and sequence of service.
5. Completes setup and side work responsibilities as required by lead server or manager.
6. Provides immediate attention to all members and guests upon seating.
7. Takes member and guest orders; suggestively sells food and beverage items, if appropriate.
8. Keeps tables, dining room and bus station areas clean.
9. Performs clean-up and closing duties as assigned by manager.
10. Attends pre-meal meetings as requested by managers.
11. Thanks members and guests; invites them to return.
12. Consistently follows local and state laws and the Club's policies and procedures for the service of alcoholic beverages to members and guests.
13. Maintains knowledge of GCOG information (hours of operation, etc.).
14. Practices "Teamwork."
15. Maintains positive attitude with all staff and members. Greets all members by name when possible. Maintains eye contact and use proper vocabulary when speaking with members. Avoids all negative comments.
16. Maintains a well groomed appearance and proper cleaned, pressed uniform at all times.
17. Advises dining room supervisor or manager of any complaints immediately.
18. Maintains knowledge of all menu items, daily/weekly specials, wine list, preparation methods, ingredients and garnish.
19. Maintains knowledge of role during emergency situations. Aware of fire and life safety procedures.

20. Maintains knowledge of POS system. Able to open/close checks and use this system to successfully communicate food orders to the kitchen in a timely manner. Updates daily special information. Has the ability to execute all service successfully.
21. *Possesses a competent knowledge of wines and spirits. Comfortable in naming and explaining all house liquors and by the glass wines.*
22. *Possess common knowledge of basic grape varietals and understands essential culinary cooking terms and sauces.*
23. Ability to stand for long periods of time, bending, reaching, and the ability to carry trays of food weighing 25-50 pounds at times is required.
24. Anticipates member's needs by providing them with immediate attention. Displays a sense of urgency with all tasks.
25. Performs other duties as requested by managers.

Education/Experience

- High School diploma or GED is required.
- The ability to read, write and execute basic math skills.
- Minimum of 1-2 years of casual/bistro dining experience required.
- Previous private club experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to tolerate working in an extremely hot environment.
- Must be able to lift and balance large oval tray with plates, up to 50lbs.
- Must be able to carry and balance cocktail tray with Champagne flutes.
- Must be able to work in an outdoor environment.
- Must have a current City of Alpharetta Pouring License.

Points

80

Reports to

Clubhouse Manager/ Shift Leader/Lead Server

Date

Employee Signature

AM Grill/Grille/Tavern Server and Service Bartender

FLSA Status: Non-Exempt

Job Summary

This position coordinates food and beverage experience for members and their guests. This includes presentation of the dining space, timing of the courses served, maintaining a friendly and professional demeanor and the presentation of a spotless image.

It requires a positive attitude at all times, a willingness to help others and above all else, a desire to satisfy our members and their guests. A professional appearance of clean and pressed uniform, excellent hygiene and good grooming is a must for this position.

Job Tasks (Duties)

26. Adheres to established rules and regulations of the GCOG while working scheduled shifts.
27. Maintains highest level of service for the Grill/Grille/Tavern and Special Events.
28. Maintains highest level of cleanliness and good repair of all Grill/Grille/Tavern and Special Events service work stations, dining utensils, equipment and glassware including common and storage areas.
29. Follows all guidelines in the Front of House Standard Operating Procedures, including instructions on table setting, order taking and sequence of service.
30. Completes setup and side work responsibilities as required by lead server or manager.
31. Provides immediate attention to all members and guests upon seating.
32. Takes member and guest orders; suggestively sells food and beverage items, if appropriate.
33. Keeps tables, dining room and bus station areas clean.
34. Performs clean-up and closing duties as assigned by manager.
35. Attends pre-meal meetings as requested by managers.
36. Thanks members and guests; invites them to return.
37. Consistently follows local and state laws and the Club's policies and procedures for the service of alcoholic beverages to members and guests.
38. Maintains knowledge of GCOG information (hours of operation, etc.).
39. Practices "Teamwork."
40. Maintains positive attitude with all staff and members. Greets all members by name when possible. Maintains eye contact and use proper vocabulary when speaking with members. Avoids all negative comments.
41. Maintains a well groomed appearance and proper cleaned, pressed uniform at all times.
42. Advises dining room supervisor or manager of any complaints immediately.
43. Maintains knowledge of all menu items, daily/weekly specials, wine list, preparation methods, ingredients and garnish.

44. Maintains knowledge of role during emergency situations. Aware of fire and life safety procedures.
45. Maintains knowledge of POS system. Able to open/close checks and use this system to successfully communicate food orders to the kitchen in a timely manner. Updates daily special information. Has the ability to execute all service successfully.
46. *Possesses a competent knowledge of wines and spirits. Comfortable in naming and explaining all house liquors and by the glass wines.*
47. *Possess common knowledge of basic grape varietals and understands essential culinary cooking terms and sauces.*
48. Ability to stand for long periods of time, bending, reaching, and the ability to carry trays of food weighing 25-50 pounds at times is required.
49. Anticipates member's needs by providing them with immediate attention. Displays a sense of urgency with all tasks.
50. Performs other duties as requested by managers.

Education/Experience

- High School diploma or GED is required.
- The ability to read, write and execute basic math skills.
- Minimum of 1-2 years of casual/bistro dining experience required.
- Previous private club experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to tolerate working in an extremely hot environment.
- Must be able to lift and balance large oval tray with plates, up to 50lbs.
- Must be able to carry and balance cocktail tray with Champagne flutes.
- Must be able to work in an outdoor environment.
- Must have a current City of Alpharetta Pouring License.

Points

60

Reports to

Clubhouse Manager/ Shift Leader/Lead Server

Date

Employee Signature

Server's Assistant - Food Runner/Busser

FLSA Status: Non-Exempt

Job Summary

This position coordinates the delivery of food from the Kitchen to the dining room and serves as liaison between the servers and the Kitchen in aid of the communication between the front and the back of the house. This position also assists dining room servers by maintaining the cleanliness of the dining room and the tables. The position requires a positive attitude at all times, a willingness to help others and above all else, a desire to satisfy our members and their guests. A professional appearance of clean and pressed uniform, excellent hygiene and good grooming is a must for this position.

Job Tasks (Duties)

1. Adheres to established rules and regulations of the GCOG while working scheduled shifts.
2. Maintains highest level of service for all dining areas.
3. Maintains highest level of cleanliness and good repair of all outlets, service work stations, dining utensils, equipment and glassware including common and storage areas.
4. Follows all guidelines in the Front of House Standard Operating Procedures. Including instructions on table setting, clearing and sequence of service.
5. Provides immediate attention to all members and guests upon seating.
6. Keeps tables, dining room and bus station areas clean.
7. Performs clean-up and closing duties as assigned by manager.
8. Attends pre-meal meetings as requested by the Restaurant Managers.
9. Thanks members and guests; invites them to return.
10. Maintains knowledge of GCOG information (hours of operation, etc.).
11. Practices "Teamwork."
12. Maintains positive attitude with all staff and members. Greets all members by name when possible. Maintains eye contact and use proper vocabulary when speaking with members. Avoids all negative comments.
13. Maintains a well groomed appearance and proper cleaned, pressed uniform at all times.
14. Maintains knowledge of all menu items, daily/monthly specials.
15. Completes all daily side duty assignments.
16. Maintains knowledge of role during emergency situations. Aware of fire and life safety procedures.
17. Anticipates member's needs by providing them with immediate attention. Displays a sense of urgency with all tasks.
18. Assists servers in their set-up, service and clean-up tasks.
19. Carries food trays to tables.
20. Takes packaged take-out orders to reception stand for member pick-up.
21. Folds napkins and bread basket folds.

22. Assists with banquet and buffet setup.
23. Helps to maintain a fully stocked buffet.
24. Performs other appropriate duties as assigned by managers.

Education/Experience

- High school diploma or GED is required.
- The ability to read, write and execute basic math skills.
- Minimum of 1-2 years of casual/bistro dining experience required.
- Previous private club experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to tolerate working in an extremely hot environment.
- Must be able to lift and balance large oval tray with plates, up to 50lbs.
- Must be able to carry and balance cocktail tray with Champagne flutes.
- Must be able to work in an outdoor environment.
- A current City of Alpharetta Pouring License is recommended.

Points

30

Reports to

Director of Food & Beverage/Beverage Director/Shift Leader

Date

Employee Signature

Lead Bartender

FLSA Status: Non-Exempt

Job Summary

This position coordinates beverage experience for members and their guests. This includes presentation of the bar space, timing of the drinks served, maintaining a friendly and professional demeanor and the presentation of a spotless image. It requires a positive attitude at all times, a willingness to help others and above all else, a desire to satisfy our members and their guests. A professional appearance of clean and pressed uniform, excellent hygiene and good grooming is a must for this position.

Job Tasks (Duties)

1. Inspects the bar prior to opening to ensure that adequate supplies are available.
2. Requests additional supplies, as necessary, and stocks the bar.
3. Follows set-up procedures.
4. Prepares garnishes, mixes and pre-mixed drinks.
5. Greets members and guests.
6. Mixes, prepares and serves drinks to members and guests and mixes and prepares drinks ordered by food servers and beverage servers according to the recipes approved by the Beverage Manager.
7. Collects checks and payment for drinks served.
8. Reports complaints to a manager as soon as they occur.
9. Maintains and cleans bar area and equipment.
10. Maintains a record of liquors, beers, wine, tobacco and sundries to ensure bar stock is maintained at all times.
11. Maintains daily inventory and records indicating drinks in the greatest demand.
12. Cleans and locks up the bar area according to prescribed procedures.
13. Attends staff meetings including pre-shift (line-up) sessions as required.
14. Carefully follows all laws and Club policies and procedures regarding alcoholic beverage service and informs manager if continued service to a member or guest is in question.
15. Serves drinks to members and guests seated at lounge tables in the absence of a beverage server.
16. Continually practices beverage and revenue control procedures.
17. Thanks members and guests; invites them to return.
18. Completes other appropriate work assignments as requested by the Beverage Manager.
19. Performs other appropriate duties as assigned by managers.

Education/Experience

- High school diploma or GED required.
- The ability to read, write and execute basic math skills.
- Minimum of 3-5 years of bartending experience required.
- Previous private club experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to tolerate working in an extremely hot environment.
- Must be able to lift and balance large oval tray with plates.
- Must be able to carry and balance cocktail tray with Champagne flutes.
- Must be able to work in an outdoor environment.
- Must have a current City of Alpharetta Pouring License.

Reports to

Clubhouse Manager/ Shift Leader

Date

Employee Signature

Bartender

FLSA Status: Non-Exempt

Job Summary

This position coordinates beverage experience for members and their guests. This includes presentation of the bar space, timing of the drinks served, maintaining a friendly and professional demeanor and the presentation of a spotless image. It requires a positive attitude at all times, a willingness to help others and above all else, a desire to satisfy our members and their guests. A professional appearance of clean and pressed uniform, excellent hygiene and good grooming is a must for this position.

Job Tasks (Duties)

1. Inspects the bar prior to opening to ensure that adequate supplies are available.
2. Requests additional supplies, as necessary, and stocks the bar.
3. Follows set-up procedures.
4. Prepares garnishes, mixes and pre-mixed drinks.
5. Greets members and guests.
6. Mixes, prepares and serves drinks to members and guests and mixes and prepares drinks ordered by food servers and beverage servers according to the recipes approved by the Beverage Manager.
7. Collects checks and payment for drinks served.
8. Reports complaints to a manager as soon as they occur.
9. Maintains and cleans bar area and equipment.
10. Maintains a record of liquors, beers, wine, tobacco and sundries to ensure bar stock is maintained at all times.
11. Maintains daily inventory and records indicating drinks in the greatest demand.
12. Cleans and locks up the bar area according to prescribed procedures.
13. Attends staff meetings including pre-shift (line-up) sessions as required.
14. Carefully follows all laws and Club policies and procedures regarding alcoholic beverage service and informs manager if continued service to a member or guest is in question.
15. Serves drinks to members and guests seated at lounge tables in the absence of a beverage server.
16. Continually practices beverage and revenue control procedures.
17. Thanks members and guests; invites them to return.
18. Completes other appropriate work assignments as requested by managers.

Education/Experience

- High school diploma or GED required.
- The ability to read, write and execute basic math skills.
- Minimum of 3-5 years of bartending experience required.
- Previous private club experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to tolerate working in an extremely hot environment.
- Must be able to lift and balance large oval tray with plates.
- Must be able to carry and balance cocktail tray with Champagne flutes.
- Must be able to work in an outdoor environment.
- Must have a current City of Alpharetta Pouring License.

Reports to

Clubhouse Manager/ Shift Leader/Lead Bartender

Date

Employee Signature

Hostess

FLSA Status: Non-Exempt

Job Summary

This position supervises and coordinates the activities of the dining room in a restaurant. This includes warmly welcoming members and guests upon arrival and seating guests at the table that best serves their wishes. It requires a positive attitude at all times, a willingness to help others and above all else, a desire to satisfy our members and their guests. A professional appearance of clean and pressed uniform, excellent hygiene and good grooming is a must for this position.

Job Tasks (Duties)

1. Make sure all menus are clean, free of spots or stains, and complete.
2. Make sure entry stairs are clean, free of debris and inviting.
3. Obtain Reservation Book from the Administrative Assistant and check for voicemails to assure you have all reservations.
4. Check with manager to assure there are no large or private parties you do not know about.
5. Plan out the seating chart and organize the reservations (planning is everything when running an effective host stand).
6. Greets guests, escorts them to their table, pull seat out for the ladies, and present menus.
7. Make sure the server is aware they have been sat.
8. Keep in constant contact with the servers and the kitchen to make sure you are not putting them in the weeds. A hostess job description does not include running a smooth shift, but it does separate the good from the great. A large part of the night's effectiveness is orchestrated from the host stand.
9. Keep an eye out that the dining room, entryway, and menus are kept clean throughout operations.
10. Say good-bye to all of the guests. Check to see that everything was wonderful. Not only is the host or hostess the first impression the guest gets when they come to an establishment they are also the last. You should check with every guest and if there was any kind of problem quickly get a manager.
11. Answer the Grill/Grille/Tavern telephone and accurately take messages, reservations, or take-out orders.
12. Complete take-out orders as needed.
13. Performs other appropriate duties as assigned by managers.

Education/Experience

- No previous restaurant experience required.
- Ability to communicate clearly and effectively with our members and guests.
- The ability to read, write and execute basic math skills.
- Previous private club experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to work in an outdoor environment.
- Must have exceptional grooming habits.
- Punctuality and reliable attendance.
- Honesty and Integrity.
- A current City of Alpharetta Pouring License recommended.

Reports to

Clubhouse Manager/ Shift Leader

Date

Employee Signature

Creekside Turnstand Attendant

FLSA Status: Non-Exempt

Job Summary

The Creekside Turnstand Attendant provides food and beverage service to Club members and their guests at the Creekside Turnstand.

Job Tasks (Duties)

1. Sets up side station and performs assigned side (prep) work.
2. Provides immediate attention to all members and guests when they approach the Far Turn.
3. Communicates food and beverage menu options as necessary and answers questions.
4. Takes members' and guests' orders; suggestively sells food and beverage items, if appropriate.
5. Completes orders in a timely manner, honoring any special requests.
6. Removes soiled dishes.
7. Periodically patrols the patio for cleanliness.
8. Verifies accuracy of prices, state and federal taxes, and other charges on all checks.
9. Presents the bill.
10. Keeps tables, dining areas and work stations clean.
11. Advises supervisor of any complaints as soon as they occur.
12. Performs clean-up and closing duties as assigned by manager.
13. Attends pre-meal meetings as requested by the manager.
14. Thanks members and guests; invites them to return.
15. Consistently follows local and state laws and the Club's policies and procedures for the service of alcoholic beverages to members and guests.
16. Performs other appropriate duties assigned by manager.

Education/Experience

- High school diploma or GED required.
- The ability to read, write and execute basic math skills.
- Prior service experience preferred.

Physical Requirements

- Frequent bending, stooping, pulling and lifting.
- Continuous standing, walking and repetitive actions for extended periods of time.
- Must be able to tolerate working in an extremely hot environment.
- Must be able to carry and balance cocktail tray.
- Must be able to work in an outdoor environment.
- Must hold a City of Alpharetta Pouring Permit.

Reports to

Clubhouse Manager/Beverage Director

Date

Employee Signature

Golf Club of Georgia Food & Beverage Standards

Who are we here for?

- Members
 - They are Successful and Demanding
 - Always wanting the best service where ever they go
 - Frequent the nicest restaurants, hotels, airlines, and golf courses
 - **“NO”** what is that word
 - **We are here to give them the best experience every time they come through the gate**

The Three P's

Place

- Environment
- Appearance
- Standards

Procedure

- They way we do things
- Consistency
- Team work

Person

- Continuing Improvement
- Strive for excellence
 - Wanting to be the best at what we do
 - Team work

▪ The Golf Club of Georgia way

- Standards
 - We are all here to take care of the members and their guest
 - Members and guest must come first.
 - We must be: Polite, Professional, Respectful, Consistent, Knowledgeable and Timely
 - **The Member is Always Right!!!**
 - **Never say No (within reason) Special requests: “let me check on that”**
 - **Use of proper vocabulary such as “Good Morning”, “Certainly”, “I’ll be happy to” and “My pleasure” are always better than... “OK”, “Sure” and “Hey”**
 - **No Bad Attitudes. No negative talk about members out in the open**
 - When only one person working in your area, stay with in that area ready to greet members and guest as they walk in
 - No texting or playing games on phone
 - No standing under the TV
 - We Must strive to be the **“BEST”** in every thing we do here at the Golf Club of Georgia
 - TV's:
 - Keep on sports or news at all time.
 - Put on what member wants; not what we want
 - No Standing behind the bar watching TV
- Consistency

- Be on time. Be in your area ready to work at scheduled time.
- Service in the Grille; Greenside Tavern and the Men's Grill will be the same.
- Cross Training. Employees will be able to work upstairs, downstairs and outside.
- The way we treat members will be the same
- Let's stay ahead of ourselves
- Meeting rooms and parties should be setup the night before
- LOOK at ALL BEO'S very carefully.
- If there is a question regarding set up and you are not sure of the instructions, please ask Jamie; Jason; Stephanie or Elizabeth.
- Attitude
 - **SMILE WHEN YOU SPEAK!** The tone of your voice is very important.
 - WOW = the ULTIMATE member and or guest experience.
 - ATTENTION is a MULTISENSORY ACTIVITY
 - It DOES NOT COST ANYTHING to PAY ATTENTION!
 - There is ONLY ONE FIRST IMPRESSION
 - Strive to be the "**Best**" every time
- Team work:
 - All areas of the club must help each other.
 - Anticipate Needs
 - Member/Guest
 - Coworkers
 - Your own
 - Run Food
 - Hot food is the most important item in the Club
 - Ask for help to run more than two plates
 - Have a "landing zone" for your plates before you run them
 - Communicate with team:
 - If you leave your area let your co-workers know
 - The closer to make the call when the opener / mid-shift can leave.
 - Everyone must help in getting all the side work done daily. Make sure when someone is going to be alone that they have everything they need to run the shift
 - PM shift must set-up for the AM shift. Must have all side work done before you are the only one left in your area. Try to stay two shifts ahead
 - Do not set-up while members are around
 - Always be out ready to greet member as they come in
 - Don't wait until the last minute to do anything. **Be Ready**
- Appearance:
 - Tables and bars must look clean, organized and stocked at all time.
 - Coffee & Creamer/Sugar full all the time, check regularly on creamer in the morning
 - Sugar caddies, S&P and condiments should be wiped down and filled daily
 - Floors and all areas clean at all times including carpets.
 - Liquor room, beer coolers and all storage in and out of the bars must be clean and organized
 - Everything wiped down at all times.
 - Wipe down tables after each use, in the morning and at night. Inside and out, including on top of and under every placemat with cleaner and clean towel

- Pay attention to the detail in your area
- Take pride in your personal appearance. You feel better when you look good.
- Uniform must be cleaned and pressed and with name tag at all times. No excuses for not wearing a name tag.
- No spots/stains on clothing, any frayed pant bottoms or belts.
- Shoes must be clean and in nice condition
- Clean shaven and hair cut
- Service:
 - Stay out from behind the bar. Greet members and their guest as they walk in
 - Be set-up and ready to go at all times
 - Keep drinks full at all times
 - Know the specials on the board from the kitchen before you go out on the floor
 - Steps of Service
 - Please See Steps of Service
 - Keep an eye on the table until they get up.
 - Refills and pre buss
 - Completely wipe down the entire table, all place mats and condiments. Or change linen in MDR. Then immediately reset the table. Do not wait.
 - All orders must be double checked. **Reread your order before sending it to the kitchen**
 - Anyone that runs food out of the kitchen must make sure entire order is correct before leaving the kitchen. Any mistakes that are taken out of the kitchen are now on you and correct them.
 - Pull your **Tickets**
 - Use the Phone to communicate: Make sure ringer is on at all times

The look

- Tables
 - Grille – Tables are fully set-up. Sugar caddies, centerpiece and S&P.
 - Men's Grill & Greenside – S&P, Sugar caddie, Placemat, and Roll-up.
 - Floors clean
- The Bars
 - Clean and Organized
 - Fully Stocked
 - Floor mopped

Service Standards Grille Room/Muirfield Porch

Breakfast

Sequence of Service

- Host to see guest (be cheery and welcoming)
 - Offer menus
 - Offer coffee or juice
 - Coffee-regular, decaf, tea; cream
 - Juice-orange, apple, cranberry, grapefruit, pineapple
 - Inquire as to guest joining
 - Inquire as to time limitations
 - Report
 - To back waiter and or server
 - Party name, table number, special requests
 - Coffee/juice order
- Back waiter
 - Welcome party by name
 - Water table
 - Coffee table
- Waiter
 - Welcome party by name
 - Deliver juice if ordered
 - Inform guests of any specials or 86'd items
 - Make suggestions
 - Ask for other beverage orders
 - Inquire as to order
 - Ask about food allergies or preferences
 - Take order if ready
- Back/Chef
 - Deliver bread and butter
- All
 - Refill beverages: Coffee, tea, water, cream
 - Detail table-remove any obvious trash, dirty items (preplace if needed), unneeded plates or silver
- All
 - Mark table for ordered dishes
 - Make landing zone for plates to be delivered
 - All condiments for plates
 - Tea spoon for grits
 - Steak knife for steak
 - Syrup for waffles, pancakes
- Food Runner/All

- Make sure all condiments are at the table before taking out food
- Food Runner/All
 - Deliver plates as defined in Service Etiquette
 - Recite the dish with all MODs: protein temp, sides, sauce, etc.
 - Kid's plates go out asap, do not wait for any other food unless requested
 - Before leaving table, inquire as to any other needs: condiments, beverages
- Waiter
 - Within 3 minutes, Table Check
 - "Pardon me, I want to make sure everything is prepared to your liking, or if we can bring you anything else."
 - Never "is everything OK"
- All
 - Detail table as needed
- Waiter
 - Have member check completed and ready for signature
 - Drop check at appropriate time
 - State "Your check is ready at your convenience, please let us know if would like anything else, at any time."
 - Use your best judgement as to timing, but always have a copy ready to go
- Back Waiter
 - If any guest has pushed their plate away, remove it
 - Wait for all party members have stopped actively eating or all the plates are cleared
 - Inquire to the guest with the most amount of food "Are you still enjoying your breakfast? Or my I clear away your plate?"
 - Never "Are you still working on that?"
 - Remove plates from the table
 - Preferably directly to dish pit
 - Have a tray and try Jack ready to clear
 - Cover dirty dishes with napkin
 - Return to dish pit as soon as possible
- Back Waiter/Waiter
 - Detail table
 - Make sure any unneeded items and dirty items are cleared away. Water glass, current beverage and center piece/mat should be the only things left on the table.
- All
 - Thank members by name and urge to return
- Back/All
 - Clear and reset for next seating ASAP

Service Etiquette

- Approach the member/guest from the right
- Move clock wise around the table and the room
- Serve from the left (except liquids) with your left hand
 - Use serviettes to serve plates
 - Serve the guest of honor (man or women) first
 - Then serve the eldest women
 - Serve the host last
 - Serve in unison- teams should drop the plates at the same time (use eye contact)
 - Use cocktail trays to server glasses
- Clear from the right with your right hand
 - Use cocktail trays to clear glasses
 - Do not touch the rim or bowl of a glass at any time
 -
- Do not reach across a guest
- Do not show the back of your hand to a guest
- Use proper English and grammar
- Do not run in the dining room
- No empty hands (clean dishes out of the kitchen/Dirty dishes into the kitchen)
- Hot food take priority over all.
- Do not say 'NO', use the positive of what we can do, not emphasizing what we will not do.

Hospitality Standards

1. Sense of Urgency
2. Anticipate needs (Guests, coworkers and yours)
3. Attention to detail
4. Dedication to excellence
5. Sense of Timing
6. Elegant technique
7. Create Energy
8. Learn from Experience
9. Always be humble
10. You will never win an argument



AUTHORIZATION FOR TIME AWAY FROM WORK

Employee Name Printed Clearly: _____

Department: _____ Date(s) absent: Start: _____ End: _____

Total Number of Hours Taken: _____ Are you an hourly or salary employee? _____

- ☐ Leave of Absence
- ☐ Paid Time-Off Personal/Sick Day
- ☐ Paid Time-Off Vacation
- ☐ Unpaid Time Off

Employee Signature: _____ Date: _____

Employee Personal Email (if you want balance sent to you): _____
(if you have company email, leave blank)

SUPERVISOR APPROVAL

Supervisor Signature: _____ Date: _____

GCOG Operations Test

Employee Name_____

Date_____

1. Name the following
 - a. Owner
 - b. VP of Operations
 - c. General Manager
 - d. Agronomist
 - e. CFO
 - f. IT specialist
 - g. Golf Professional
 - h. Assistant Golf Professional
 - i. Clubhouse Manager
 - j. Beverage Director
 - k. Executive Chef
 - l. Sous Chef
 - m. Sous Chef
 - n. Membership and Events Coordinator
 - o. Event Sales Manager
 - p. Assistant Sales Manager
2. What is the Address of the Club
3. What is the main phone line for the Club
4. Name all the Outlets in the Club
5. Name all the Private Rooms in the Club
6. When do you punch in and out
7. When and where is the schedule posted
8. What is our employee locker policy
9. What is our employee meal policy
10. How do employees order food
11. What is time off request policy
12. What is your Golf usage policy
13. What days are we closed
14. What is our policy on Monday Holidays
15. Where do we enter and park
16. What is our call out policy

GCOG History Test

Employee Name_____

Date_____

1. What is our “Belief” for the staff of GCOG?

Outstanding, service-oriented people who understand their roles and are properly trained create an atmosphere in all areas of the club that provides the exceptional experience our members have come to expect at the Golf Club of Georgia

2. What year was the GCOG established?

1990

3. What are the names of the courses at the Club?

Lakeside

Creek Side

4. How many golf holes does the club have?

36 holes, two 18 hole course

5. What is the Georgia Cup?

Since 1998, GCOG has hosted an 18 hole charity match between the reigning United States Amateur Champion and the British Amateur Champion.

6. What is the United States Collegiate Championship?

Since 2006, the match featuring the nation’s top college golf teams

7. When was the Senior PGA Tour’s Nationwide Championship played at the Club?

1995-2000

8. Who designed the Lakeside and Creekside courses?

Arthur Hills

9. What award has Lakeside Course won?

“Best New Private Course in America” in 1991

10. When did the Creekside course open?

1993

11. What is GCOG sister Club?

Horseshoe Bend Country Club in Roswell

12. What access do GCOG have at HSBCC?

Members have access to non golf related amenities, including: 9500sq ft clubhouse, 14 tennis courts, 3 swimming pools and banquet facilities.

