

2008

CECC Employee Manual



Kara Gribskov

Columbia Edgewater Country Club

4/30/2008

Columbia Edgewater Country Club

2220 NE Marine Drive
Portland, Oregon 97211
www.cecc.com
503-285-3676

Attention Employees:

Enclosed is the introductory manual created for Columbia Edgewater Country Club, which is intended to communicate service staff expectations. Within you will find information restricted solely to the training of service staff. This information includes staff uniforms and appearance, locker room location, proper parking areas for employee vehicles, proper employee entrance, instructions for clocking in and out on the Jonas Computer System, Grill policies and procedures, and banquet policies and procedures.

The manual is the result of several meetings with club management and administration in an effort to create universal and consistent club procedures among service staff. Special thanks to Club Manager, Hall Wade, for providing necessary information in creation of the manual.

If you need any more information, or have questions about any of the provided information, please contact your supervisor or Brian Forthun, Food and Beverage Director, promptly.

Sincerely,

CECC Training Staff

Columbia Edgewater Country Club

2220 NE Marine Drive
Portland, Oregon 97211
www.cecc.com
503-285-3676

Welcome to Columbia Edgewater Country Club (CECC)!

As a new employee and team member, we are excited to include you as part of our CECC family. At CECC we pride ourselves on our impeccable service and commitment to member satisfaction. Because of our outstanding service, CECC employees are rewarded in an 'old fashioned' way that is not often seen anymore. Not only are employees provided with free meals while at work, but they are also given an annual Christmas bonus and even a whole turkey on Thanksgiving! Along with the privilege of working at one of the most beautiful golf courses in the country, CECC employees build strong friendships and great relationships with our members.

As a CECC employee, it is important to remember that, for our members, CECC is not just a golf club, but also a place of pleasure, and a 'home away from home'. It is up to us, the service staff, to make sure that our members enjoy their time at CECC, just as we do.

Table of Contents:

Personal Appearance Standards.....	1
Staff Uniforms.....	2
Locker Room Location.....	4
Proper area to park employee vehicles.....	4
Proper Employee Entrance.....	5
Clocking in and out on the Jonas Computer System.....	6
Grill Policies and Procedures.....	7
Hours of Operation.....	7
Getting Started (12 steps to success).....	8
Quick Tips for Impeccable Service.....	21
Learning the Menu and Wine List.....	22
Alcohol Service Policy & “50 Signs of Visible Intoxication”.....	36
Banquet policies and procedures.....	40
Outside Sources.....	43

Personal Appearance Standards

CECC prides itself on the clean and well-maintained appearance of its staff, members, and facilities. In turn, our guests have come to expect our staff members to project the CECC image and dress neatly and appropriately for the activity in which their duties and responsibilities have then engaged. These guidelines are intended to foster the CECC image and reflect what our guests expect when they visit the club. While employee uniforms are laundered and pressed for them, CECC still requires a neat and clean appearance, with good physical and oral hygiene.

Summary:

- Uniforms are required and must be worn unless specified otherwise for special event.
- Shirts must be tucked-in at all times.
- Conservative, non-slip, **BLACK** footwear must be worn unless specified otherwise for special event. While working in The Grill and the kitchen, a non-slip shoe is very important for safety reasons.
- Pants will not be worn below the waistline for male staff members or inappropriately low or tight for female staff members.
- A staff member who reports out of uniform will not be permitted to work.
- Name tags must be worn at all times while on duty.
- Personal hygiene is critical: co-workers must shower or bathe regularly, shave, and use an effective deodorant.
- Jewelry should be limited, conservative, appropriate to the work environment, and should not pose a safety risk. (Nose rings, studs, tongue piercings, or any other visible facial piercings are not permitted while on property. This applies to family members and friends that visit our club as well.)
- Hair must be neat, clean, and cut to a conservative, natural style. Extreme colors are not permitted. Male servers must cut their hair to a length above the collar and ponytails are generally not permitted. Female servers must tie their hair back if it is any longer than the shoulders.
- Facial hair is discouraged. If worn, it must be conservative, neatly groomed and cannot pose a safety or hygiene risk. Beards must be closely cropped and mustaches must be neatly trimmed, not extending over the lip or beyond the corners of the mouth.
- Fingernails must be kept clean and trimmed to a reasonable length.
- Tattoos may not be visible to guests.
- Sunglasses may be worn only if necessary for protection while working outside and must not be excessively dark or mirrored. Seek approval from your supervisor if you

feel it necessary to wear sunglasses. Remove sunglasses when interacting with a member or guest.

- Staff members will adhere to the personal appearance standards when at the club, regardless of whether one is working or not.
- These guidelines are amendable and may be altered as situations arise. You will be notified of any changes or modifications to these guidelines.

Please sign below as proof that you have been given and have read the CECC personal appearance standards.

Signature

Date

Staff Member Name (printed)

Staff Uniforms:

In an effort to create a more professional look and raise the level of uniform quality among service staff, CECC requires Cintas Issued Uniforms. This is highly beneficial for staff members, as you will not need to purchase or launder your uniform. CECC has absorbed a great expense to make this possible and thus, each staff member must cooperate with the following terms.

Cintas Issued Uniform Contract/Policy and cost of laundering uniform

Each staff member must:

1. Assure that the initial fit of each uniform is correct. This is accomplished at the initial “fitting” of each staff member’s uniform. Every staff member is responsible for the appropriate selection of their own size.
 - a. It is important that any challenges with the uniforms be reported on the **first day** that a staff member is to wear the new uniform.
2. Place their uniform in the ‘Dirty Clothes Depository’ at the end of each shift.
3. Not remove any uniform piece from the club property.
4. Be financially responsible for any lost garments.
5. Return all garments upon completion of their term of employment. Alternatively, a staff member may absorb the replacement cost of each uniform piece, which will be deducted from the individual’s last payroll check.
6. Contribute \$1 per week for each laundered set of 5 days of uniforms, or approximately \$0.10 per garment (pants/shirts) per day.
7. Inform Cintas of any repairs needed on any garments.

I acknowledge my responsibilities toward the uniform program provided by the club and as outlined above. I agree to adhere to the guidelines stated. These guidelines may be amended as business decisions dictate.

Signature

Date

Staff Member Name (printed)

Locker Room Location and Allocation

- The employee locker rooms are located on the bottom floor of the club near the service entrance. The employee locker rooms are not to be confused with the member locker rooms. Member locker rooms are for members only and should **never** be used by employees.
- Upon hire at CECC, employees will be assigned to an empty locker and given a combination. Employees are **not** to share lockers or combinations with anyone. Each employee's personal locker will be where the laundering service places the clean, freshly laundered uniforms.
- There is an assigned container called the Dirty Clothes Depository in each locker room. This is where you will place all of your uniforms after each shift.

Proper area to park employee vehicles

All employees of CECC are restricted from parking their vehicles in area 'A', as labeled in the picture below. Area B is open to all employee parking. It is important to remember that this is a member owned club, and this rule should be honored.

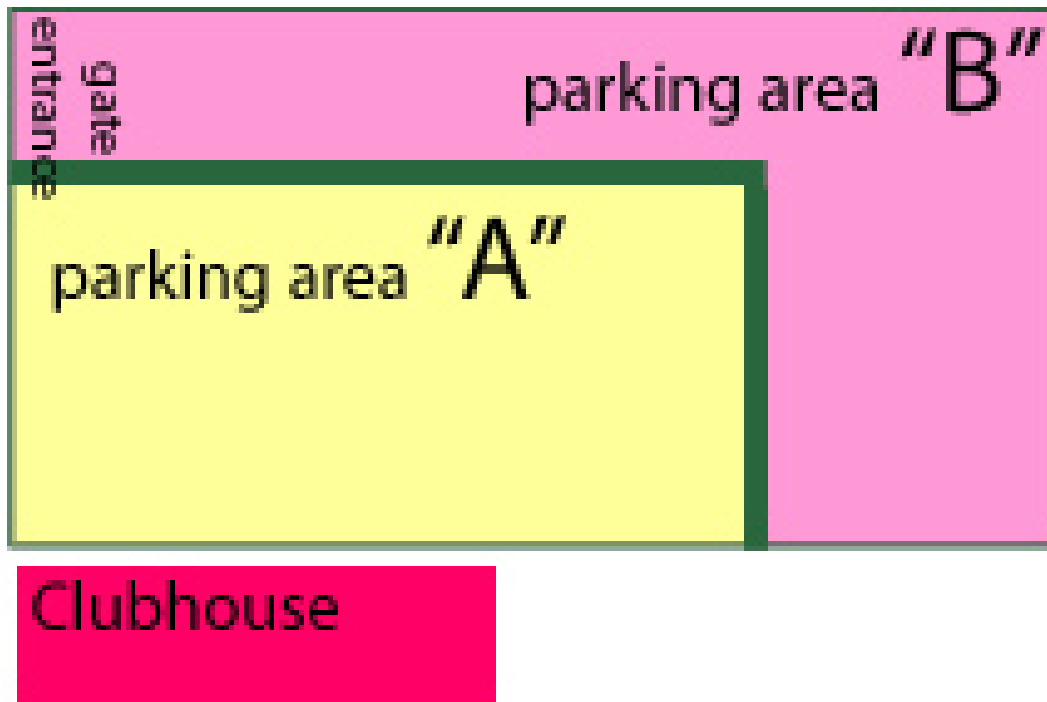


Figure 1 "Parking Diagram"

Proper Employee Entrance

- Staff members must use the service entrance at all times when entering or exiting the building. It is inappropriate for employees to use the member entrances, including the main club entrance. If you have difficulty finding the correct entrance, please ask your supervisor.

How to clock in and out on the Jonas Computer System

Clocking in and out on the Jonas Computer System is fairly easy. All that you have to do is enter your employee number, (this will be assigned to you once your supervisor has entered you into the system), press the “clock in/out” button, and then press ok.

A screen will pop up with your name on it asking if you would like to clock in. Press the “Yes” button and you are done!

Clocking out is done in exactly the same way, except that it will ask if you would like to clock out instead. Press “Yes” again and you are clocked out.

Grill Policies and Procedures:

Hours of Operation:

	April - May	June - August	November - March
	September - October		
Grill Dinner	Thursday – Sunday	Wednesday – Sunday	Thursday – Sunday
	5pm – 9pm	5pm – 9pm	5pm – 8pm
Grill Lunch	On Days with NO dinner service: 11am – 3pm		
	On day WITH dinner service: 11am through dinner service		
Grill Breakfast	Saturday – Sunday	Saturday – Sunday	Saturday – Sunday
	6am – 11am	6am – 11am	6:30am – 11am

Getting Started in The Grill:

As with any new job, particularly a restaurant, learning all of the details takes time. At Columbia Edgewater, we feel it is important to give our employees time to absorb and thoroughly learn the practices of The Grill. The following 12 step, 12 day guide helps each new employee focus on one important aspect at a time, while building the skills necessary to provide impeccable service. These are CECC's 12 steps to success. Let's get started!

Day 1

Step 1

Begin Service with a Smile!

Day 1 duties:

- Properly prep all areas – do side work, clean menus, set and check table set ups, polish glass wear and silver wear, clear table tops, stock condiments, and perform any pre-shift updates.
- Practice greeting members:
 - “Good morning/afternoon/ evening [Mr. and Mrs. Member Name], how are you today?”
- Pull chairs out for ladies.
- Place Napkins on all laps.
- Offer to take coats if applicable.
- Learn the events of the day.

Day 2

Step 2

Take Beverage Order

Day 2 duties:

- Take beverage orders (This is for practice; let another server deliver the order)
 - “[Mr. or Mrs. Member Name], may I start you and your guests off with a cocktail or a glass of wine? Perhaps... (recommendation).”
- Get to know the wine menu.
- Always take beverage orders from the right.
- Begin with the women guests.
- Clear unnecessary place settings and keep the table organized.

Day 3

Step 3

Present featured items.

Day 3 duties:

- Present the day's featured items and Chef's creations
 - "Our Chef's specials for today are..."
- Know the Soup Du Jour (soup of the day).
- Know the Chef's creations.
- Learn how the Chef's would like you to describe the specials and items.
- Know portions and preparations.

Day 4

Step 4

Serve Beverages.

Day 4 duties:

- Serve beverages to members and guests.
 - “[Mr. Member Name], here is your...”
- Serve from the right!
- Remember, as learned in step 2, to always serve the women first.

Day 5

Step 5

SMILE! Take Lunch Orders.

Day 5 duties:

- Deliver bread and drinks right away, before meal!
- Take lunch orders from members and guests
 - “[Mr. or Mrs. Member Name, are you and your guests ready to order?”
- Offer a choice of starters and recommendations if they are unsure.
- Take orders from the right.
- Remember to take women’s orders first.
- Compliment the selection; “Very nice”

Day 6

Step 6

Serve Main Course. Bus the Table.

Day 6 duties:

- Bus all appetizers first.
- Bus straws, sugar packets, and all trash from the table.
- Replace all silver wear needed for the next course.
- Deliver children's dinners first and ASAP.
- Use trays to deliver all items.
- Serve from the left.
- Offer fresh ground pepper whenever apropos.
- Review table for needed condiments and anticipate the obvious (ketchup for fries).
- Refill beverages.

Day 7

Step 7

Check with member on food satisfaction and use their name.

Day 1 duties:

- Once the meal has been delivered, check back after 2 minutes on the member's satisfaction.
- Handle any concerns immediately.
- Review the needs of the table without speaking.
- Replace napkins on chair or table whenever guest leaves the table.
- Assist with chair and napkin upon return.

Day 8

Step 8

Clear entrée from the right. SMILE!

Day 8 duties:

- Ask the member or guest before clearing the plate or use a simple hand gesture to signify that you are there to bus their used dishes.
- Clear from the right with the right hand.
- Pull all appropriate utensils and china.
- Replace necessary flatware for next course.
- Be present but unobtrusive.

Day 9

Step 9

Present dessert menu and offer coffee, tea, or after dinner drink (i.e. Port)

Day 9 duties:

- Know all items on the dessert menu.
- If they are unsure, ask if they would like to split one or two among the table.
- Be able to communicate the Chef's description of the items.
- At the time of dessert, the table should be clear of all items except those to be used for dessert and beverage service.
- Let another server actually serve the desert and observe.

Day 10

Step 10

Serve Desserts and Proper Utensils.

Day 10 duties:

- Serve from the left with the left hand.
- Use proper dessert utensils.
- Name all of the items as they are served.

Day 11

Step 11

Refill Coffee, Beverages, and Water. Bus Table.

Day 11 duties:

- Check with the member or guest on overall satisfaction.
 - “How was everything this evening?”
- Clear all trash from table.
- Promote next event at the club that is appropriate to the guests.

Day 12

Step 12

SMILE! Say, "Good-Bye!"

Day 12 duties:

- Ask, "is there anything else I can offer you this evening?"
- Present the check to the host or set it in the middle of the table if uncertain.
- Include a comment card in all ticket jackets.
- Service is not complete until the member leaves the restaurant.
- When saying good-bye to guests, add departing comments like, "Nice to meet you", "welcome to the club", or "see you soon".
- Be responsible for the improvement of your own service.
- Hold fellow servers accountable for our standards.

Quick Tips for Impeccable Service:

Do:

- Deliver and clear all items with a tray
- Serve from the left and clear from the right (except with beverages and soup)
- Deliver new silverware on a tray in a napkin fold
- Remember to replace used silverware
- Sanitize each table before re-setting
- Use pagers for each shift
- Use accurate table numbers, guest counts and server name when entering tickets
- Name each item as it is served
- Deliver straws on a tray with a paper napkin
- Drop the check (and comment card) to each table before they leave
- Have each check signed (*if the member does not wish to sign, the server must initial the check to verify that the member was present*)
- Use nice wine glasses for purchased bottles of wine
- Make sure sleeves are rolled down, top button is buttoned, and tie is tied
- Use new china and silver with all member events (unless instructed otherwise)
- Know the menu and wine descriptions
- Address men wearing hats on main floor (it is against club dress code to wear hats on main floor)
- Contact management if a member is wearing jeans (highly against club dress code)
- Look to anticipate the needs of a member in all phases of service
- Bring your own wine key
- Read 'The Columbian' newsletter and email broadcasts
- Learn members' names
- Be conscious of speed of service and the members' desired level of 'dining experience'
- Call for help if or when business is overwhelming
- Promote the next upcoming event(s)
- Log your shift comments in the daily log book

Don't:

- Put anything under your arm – peppermill, menus, etc.
- Pick up any glass by the rim
- Touch your face while at the table or in the dining room
- "Hang out" in the kitchen waiting for your order, use the pagers instead
- Stack used glasses on the bar, put them behind, out of sight

- Lean on a chair at the table
- Be 'too familiar' with members when serving them
- Share staff problems or other member problems with members
- Discuss news tragedies with members unless they initiate (lead back to CECC events)
- Use your cell phone unless you are on a break and in the break area
- Leave your shift to go on break without approval from management or senior server.
- Serve alcohol to members or guests that appear intoxicated

Learning the Menu and Wine List

To really display impeccable service, an employee must also know the menu. Within the next couple of pages are all of the club menus that are important for service staff to become familiar with. Consider these your personal copies and learn as much about each item as possible. If any questions arise, please ask the kitchen staff, or your supervisor.

Alcohol service policy and “50 Signs of Visible Intoxication”

Attached in the next section is the Alcohol Service Policy at CECC. Please read, sign, and return to your supervisor promptly. You will not be able to serve alcohol until this step is completed. Also attached is the Oregon Liquor Control Commission’s (OLCC) list of “50 Signs of Visible Intoxication”. Please familiarize yourself with this information as it is extremely important.

Banquet policies and procedures

At CECC we are lucky to host a number of important events, from auctions to weddings, and sometimes even high school proms! Because of this, organization is a top priority of ours. In our Banquet Event Order (BEO), created for each event, we are able to communicate how each detail should be handled.

The following page shows an example of a BEO used in the past. After that page, you will see a 'map', which shows all of the tables and their placement throughout the ballroom.

BEO explanations:

- The top of the BEO shows the Event Title, Name of the people hosting the event, day of the week, date of the event, beginning time, end time (when applicable), and the number of expected guests.
- Bar Information: This section shows the bartender what kind of alcohol is specific to the event, whether or not the bar is 'hosted' (paid for by the host of the party), and a breakdown of the order of events throughout the night.
- Kitchen Information: This section tells the kitchen staff what is being served.
- Set up Information: This section shows the set up crew the table and room specifications and what needs to be on each table.

Please ask your supervisor any questions you may have pertaining to a BEO and its specifications.

Outside Sources:

Oregon. Oregon Liquor Control Commission. 50 Signs of Visible Intoxication.

<http://www.oregon.gov/OLCC/docs/publications/50_signs_of_visible_intoxication.pdf>.

Special thanks to Brian Forthun and Hall Wade for helping gather documents and providing necessary information.