

## Ansley Golf Club

### STANDARD OPERATING PROCEDURES

ANSLEY GOLF CLUB	1912
Department	F & B
Position	Ansley Room Servers
Task	Steps of Service

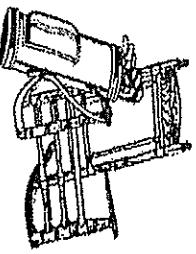
Standard	Procedure
	<p>Greet members within one minute of sitting down. Do not address the member with "you guys". If you are unable to offer specials and take a drink order at this time, acknowledge the member regardless and let them know you will be with them shortly. If you are busy and cannot attend to them within 3 minutes, ask a team member or manager to get them started. This should be done first and at this time ask the member if they are ready to order. If they need more time let them know you will be back in a moment. Observe your table to determine when you may take the order.</p>

ANSLEY GOLF CLUB	1912

Greeting members	<p>Greet members within one minute of sitting down. Do not address the member with "you guys". If you are unable to offer specials and take a drink order at this time, acknowledge the member regardless and let them know you will be with them shortly. If you are busy and cannot attend to them within 3 minutes, ask a team member or manager to get them started. This should be done first and at this time ask the member if they are ready to order. If they need more time let them know you will be back in a moment. Observe your table to determine when you may take the order.</p>
Taking the order	<p>When taking the order, walk the members through the process. Get as much information as you can. By doing this you are anticipating your guests needs; therefore, avoiding extra trips and avoiding mistakes to the order.</p>
Entering the order	<p>After taking the order enter it into the POS system. Try to get as much information into the system as possible so the kitchen, expeditors and food runners may do the best job possible and your guest receives the correct order at it's best quality.</p>
Anticipating the guests needs	<p>Place any condiments needed on the table. A guest should not have to ask for anything when their beverages or food arrives.</p>
Present the Check	<p>Offer Coffee and Dessert. After clearing the last course present the check and thank the Member for their visit.</p>

## Ansley Golf Club

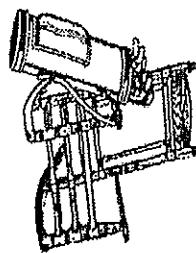
### STANDARD OPERATING PROCEDURES



ANSLEY GOLF CLUB  
1912

Department: F & B  
Position: Ansley Room Servers  
Task: Steps of Service continued

ANSLEY GOLF CLUB  
1912



#### Standard

#### Procedure

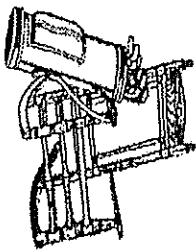
#### Delivering food and clearing plates

Deliver appetizer, soup or salad first and ask if you may get them anything else for the moment.  
If it is just one course when you deliver the order tell them to enjoy their meal.  
When clearing first course remove the appropriate item of silver with the plate.  
When clearing the Entrée plate all extra silver should be cleared as well as bread plates, bread, butter and tapenade. At this time the guest should have a coffee spoon and water glass

#### Offering and serving dessert and coffee

While clearing Entrées offer the guest coffee or cappuccino and tell them about desserts.  
When serving coffee as well as tea make sure you give the guest all the items that should accompany coffee and tea service. This includes cream, sweeteners and lemon.  
If the guest has ordered dessert make sure to serve a dessert spoon or fork.  
After delivering dessert offer refill on coffee and inquire if they would care for anything else. If they would not care for anything else bring the check and thank them for dining with us and hope to see them soon.

Things to remember  
Always serve ladies first. Speak positively. Be service ready. It makes your life easier. Remove dirty dishes promptly.

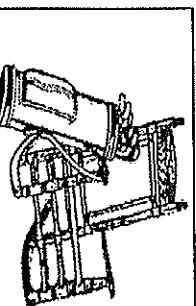


## Ansley Golf Club

### STANDARD OPERATING PROCEDURES

**ANSLEY GOLF CLUB**  
**1912**

**Department**      F&B  
**Position**      Ansley Room Server  
**Task**      Side Duties



#### Standard

Employees complete all side duties assigned by management before, during, and after service hours.

Side duties are executed thoroughly and professionally, and to the satisfaction of management.

Additional side duties may be assigned as called for by management.

Employees must complete any paperwork related to side duties and turn paperwork in to management before and after service hours

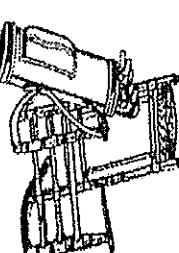
Side duties are listed on the open and close lists provided on the bulletin board in the Ansley Room Service Station. Upon arrival and prior to departing all staff must complete their assigned duties on the lists. All staff are ultimately responsible for completion of ALL side duties regardless of their individual assignment before the start of service hours. Open lists are to be completed by 11:30a.m. and 5:30p.m., respectively. Close lists are to be completed before clocking out at the end of the shift. Employees are to initial each duty on the list after the satisfactory completion of each task.

Weekly detailing lists are provided in the designated binder in the Ansley Room service station. If time permits, each shift will complete the detailing lists for the appropriate day of the week, initiating tasks completed

Management may assign additional tasks as necessary.

All completed lists must be turned in to a Manager by the times listed above. The Manager may inspect certain areas to ensure that side work is completed in a satisfactory manner.

Failure to complete side duties, or partially complete side duties, or unsatisfactory completion of side duties may result in individual or group loss of tip share and/or disciplinary action.

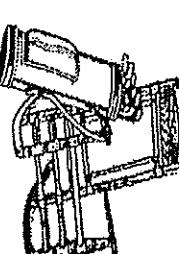


## Ansley Golf Club

### STANDARD OPERATING PROCEDURES

ANSLEY GOLF CLUB  
— 1912 —

Department	F&B
Position	Ansley Room Server
Task	Table Setting



ANSLEY GOLF CLUB  
— 1912 —

#### Standard

#### Procedure

The tables are aligned throughout the room, with the chairs neatly surrounding the table, edge of seat to edge of table

The tables and chairs are inspected to ensure they are clean before setting them

Before service hours and after resetting the table, the chairs are inspected and aligned to ensure standard

Placemats are set with the Ansley Logo right side up, the corners of each placemat touching. When two slightly different styles place mats are in use, only matching styles should be set per table (one style per table, don't mix and match)

Staff Members must inspect all tables before, during, and after service hours to ensure Standard

Water glasses must be clean before setting. Let a manager know if glasses are found to be cloudy.

Silver must be cleaned spot free before being placed on tables or in rollups.

S&P shakers are full and placed in center of tables / 2 per big table

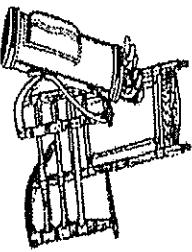
Water Glasses are placed on the top right hand corner of the placemat

Rolled Silver is placed in the center of the placemat, with points of silver pointing to center of table

Bread plate is placed to the left of the placemat. Bread knife is placed on top of Bread plate with the blade pointing left and facing down.

## Ansley Golf Club

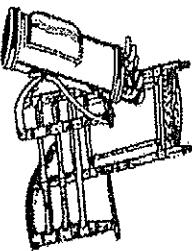
### STANDARD OPERATING PROCEDURES



**ANSLEY GOLF CLUB**  
**1912**

Department	F&B
Position	Ansley Room Server
Task	Clearing Tables

**ANSLEY GOLF CLUB**  
**1912**



#### Standard

#### Procedure

Plates and Stemware are removed in a timely manner as is appropriate to the course served. All clearing should be done with the right hand from the right side of the Member

All cleared item are to be placed on a tray

Appropriate silverware should be cleared with each course

Appropriate china and condiments should be cleared with each course

A replacement napkin should be offered if guest should need

The tables should be cleaned thoroughly with a clean damp towel and reset in a timely manner after the Members leave

Courses should be cleared once everyone at the table is finished. Ladies will be cleared first. Clear individual plates if the Members appears to wish them removed before everyone else at the table is finished

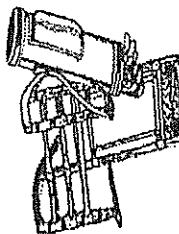
Trays are to be lined with a tray liner before entering the floor. Cocktail trays or large trays are to be used as necessary for the volume of dirty dishes / stemware. Trays used for clearing are removed to the kitchen immediately after clearing. When removing salad course, salad fork and/or knife should be removed as well as any dressing ramekins. Replacement silver should be set before the arrival of the next course if necessary. A marking plate is used to replace silver. Forks are set from the left, knives from the right. When clearing entrees all Bread and Butter plates as well as bread baskets and condiment ramekins should be cleared. Condiment Caddies are removed at this point.

Stemware is removed by the stem or bottom of the glass, never by touching the inside of any glass or cup.

After the Member is finished and leaves the table all remaining dishes and stemware are removed quickly and neatly. The table and chairs are wiped with a clean damp towel and reset quietly, neatly, and quickly.

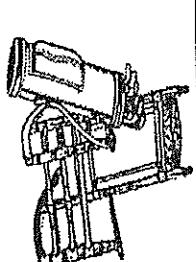
## Ansley Golf Club

### STANDARD OPERATING PROCEDURES



ANSLEY GOLF CLUB  
1912

Department: F&B  
Position: Ansley Room Bartender  
Task: Bartender Side Duties



ANSLEY GOLF CLUB  
1912

#### Standard

#### Procedure

Bartender Side Duties are completed by 5:00 p.m. daily.

A laminated sheet explaining side duties is located at the bar. Bartender must complete listed duties in a satisfactory manner by 5:00 daily, to be checked and approved by a manager.

All Bar supplies are stocked and ready, with a full selection of Ansley Beer, Wine and Spirits by 5:00 p.m. daily

Bartender is responsible for checking stock and procuring additional stock from the Bar Manager. Bartender communicates any out-of-stock items to a Manager so that the information may be shared with service staff. Bartender is responsible for stocking any special beverage products offered on a changing basis. Bartender should check with a Manager to inform themselves of such "specials".

Bar Condiments and Garnishes are stocked by 5:00p.m. daily

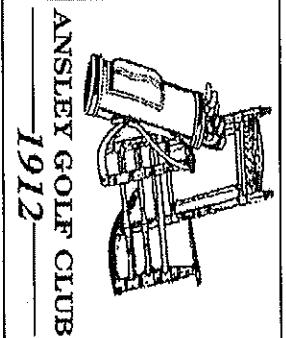
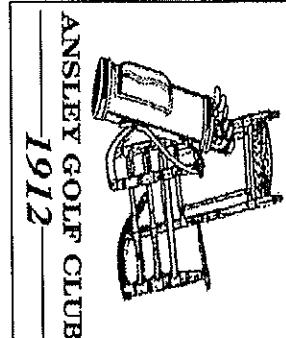
Bartender is responsible for all garnishes and checks product for freshness, rotating garnishes as needed and stocking new items as needed. Bartender is to stock bar with all garnishes such as salt rimmers, mixers, etc, procuring these from Bar Manager as needed.

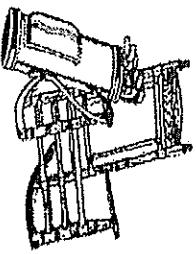
Wines are rotated and properly sealed at the end of the shift to guarantee freshness. All open wines are dated with open date.

All bottles of Red Wine opened are dated with the opening date using the small round stickers provided for the Bartender. The Bartender is responsible for informing Management if running low on stickers. The Bartender is responsible for sealing all open red wines at the end of the shift using the rubber corks and sealing the bottles with the "Verre de Vin" Machine behind the Bar

Bar supplies and product is neatly put up at the end of shift, following labeled storage guidelines and referring to the side duties. Bar is cleaned and sanitized by the Bartender before end of his/her shift.

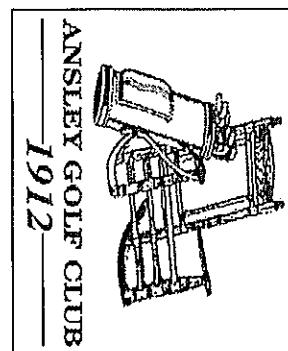
Cabinets are labeled and product should be placed where label is indicated. All surfaces on the top, side, back and front areas of the bar are wiped down with hot water and sanitizer, including speed well and sinks. Glass-ware is organized and neatly secured. Trash is taken to Kitchen and re-lined

 <p><b>Ansley Golf Club</b></p>		
<p>STANDARD OPERATING PROCEDURES</p>		
Department	Men's Grill	
Position	All Staff	
Task	MENU KNOWLEDGE	
Standard	<p>Procedure</p> <p>All Men's Grill Staff must know all items on menu, ingredients and method of preparation.</p>	
	<p>Be thoroughly prepared to answer all member/guest questions with a brief yet complete explanation including ingredients and preparation of:</p> <ul style="list-style-type: none"> <li>- Grill Menu</li> <li>- Daily Specials- Make sure they are written on the Special Board prior to each meal period</li> </ul> <p>Menu changes, 86'd items and daily specials will be reviewed during line-up.</p>	
 <p><b>ANSLEY GOLF CLUB</b></p>		



## Ansley Golf Club

### STANDARD OPERATING PROCEDURES



Department	F & B
Position	All Staff
Task	Member Interaction

#### Standard

#### Procedure

Employees greet members professionally

Handling member complaints

Member tickets

Addressing members

Member interaction

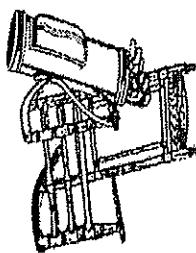
Address members with a pleasant greeting such as Good (Morning, Afternoon, Evening) Mr. or Mrs. \_\_\_\_\_ Welcome to Ansley Golf Club.

Complaints should be referred to a Manager and documented.

Everything should be rung up accurately on member tickets and members should always sign tickets.

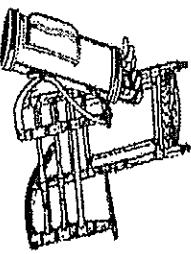
Members should be addressed by surnames and not by first name.

The interaction with members should always be on a professional level.



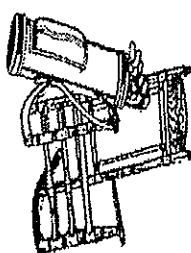
## Ansley Golf Club

### STANDARD OPERATING PROCEDURES



**ANSLEY GOLF CLUB**  
**1912**

Department	All Food and Beverage Departments
Position	All Positions
Task	Manual Sales Tickets



**ANSLEY GOLF CLUB**  
**1912**

#### Standard

#### Procedure

Accurate Ticketing for all food and beverage sales, through ticket control

Staff ensures accurate ticketing and sales records, by recording all necessary information and keeping track of all Tickets

Staff ensures accuracy of order being made by Kitchen by conveying all needed information in a clear and legible manner

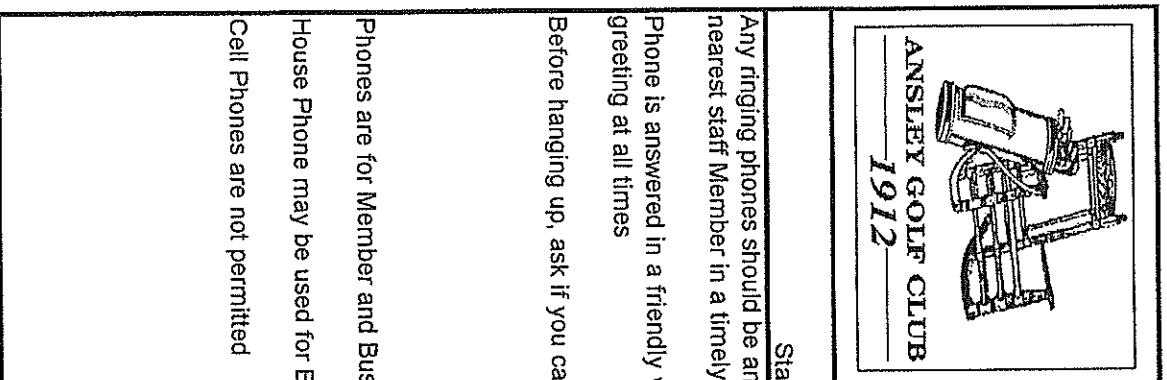
Staff writes all information on ticket in a legible manner and turns one soft copy in to the Kitchen, keeping one hard and one soft copy for their records

Staff makes receipt copy available for Members if desired

If the Member desires, the staff will provide him/her with second soft copy at the end of the meal. Staff retains hard copy of the ticket

Manager ensures garnering all sales by collecting all tickets issued and keeps them until they can be entered electronically, documenting any and all missing tickets

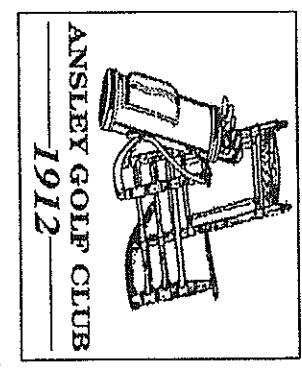
Staff must turn in ALL tickets issued to manager at end of shift. Manager will batch up the tickets per server and note any missing checks in their records. Once the Point of Sale system is back up, computers will be back-dated and sales will be entered into the system. Each printed ticket must be stapled to it's matching hard copy.



## Ansley Golf Club

### STANDARD OPERATING PROCEDURES

Department	F&B
Position	All Staff
Task	Phone Etiquette



#### Standard

Any ringing phones should be answered by nearest staff Member in a timely manner

Phone is answered in a friendly voice using AGC standard greeting at all times

Before hanging up, ask if you can be of further help

Be polite and friendly while on the phone, and direct call to appropriate further location if you can not be of immediate assistance.

Before you hang up, always ask: Is there anything else I may assist you with today? Thank the caller and wish them a nice day before hanging up

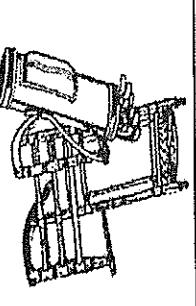
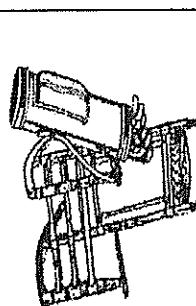
Employees may not use any public or common area phones for personal phone calls. Emergency personal calls may be made from the house phone located outside the Employee Break Room on the first floor

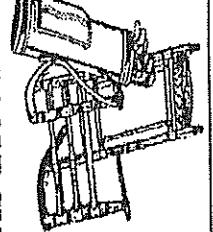
Employees may not use their cell phones at any time while on the clock. Employees may not use their cell phones in any public or common areas.

Phones are for Member and Business communication only

House Phone may be used for Employee emergency calls

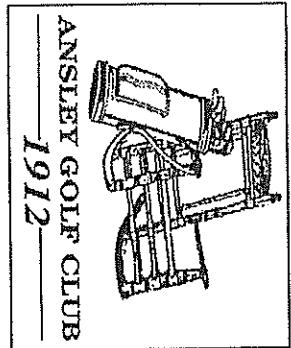
Cell Phones are not permitted

 <p><b>Ansley Golf Club</b></p>	
<p><b>STANDARD OPERATING PROCEDURES</b></p>	
 <p><b>ANSLEY GOLF CLUB</b></p>	
Department	F&B
Position	All Staff
Task	Employee Parking
Standard	Procedure
Employees must park in the designated Employee Parking area at all times.	<p>Management designates employee parking areas. All staff must park in the Church lot when coming to work or stopping by for any reason. A shuttle is provided to transport employees from the church lot to the Club.</p> <p>The Parking lot outside of the Raquet Room, the Parking lot below the Golf Pro Shop, the Parking lot below Clear Creek on Montgomery Ferry are for Member Parking only. All Parking spots along Golf Circle and Montgomery Ferry are for Resident Parking only.</p>
	<p>If the shuttle is not in service, management may designate alternative Parking areas for Employees. Employees will be notified by management of any alternate areas. Employees may be asked by management to move their cars if necessary.</p>
	<p>Failure to comply will result in disciplinary action.</p>

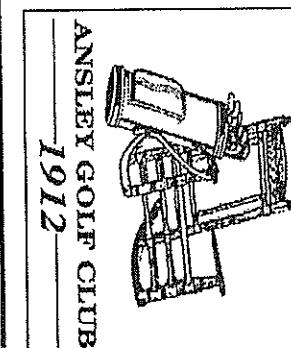


## Ansley Golf Club

### STANDARD OPERATING PROCEDURES



Department	Pool / Ansley Room / Banquets
Position	Service Staff
Task	Uniform Standards / Special Event Uniforms



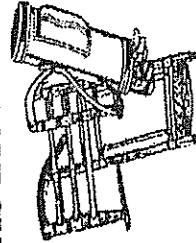
#### Standard

#### Procedure

All Staff, regardless of Department, must adhere to Pool Uniform Standard when working at the Pool or Special Events at the Pool (Cinco de Mayo, Labor Day, Luau, etc)	Hair neat and pulled back if long No flashy jewelry (Dangling Earrings, Nose Rings, Chains, multiple rings) Facial Hair neat and trimmed Clothing clean and wrinkle free NO Skirts allowed NO body art may be visible. Possible Consequences include but are not limited to: Tip Share reduced Getting sent home Verbal Disciplinary Warning Written Disciplinary Warning Suspension Termination
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Grooming standards must be adhered to regardless of department when working at the pool or pool events

Management has discretion on administering consequences for not adhering to this uniform standard

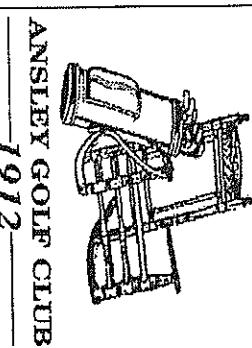


## Ansley Golf Club

### STANDARD OPERATING PROCEDURES

ANSLEY GOLF CLUB  
1912

Department	F & B
Position	All Employees
Task	Restroom Policy



#### Standard

#### Procedure

All employees are to use the employee restrooms

Employees are not allowed to use member restrooms

Lockers are available for employee use

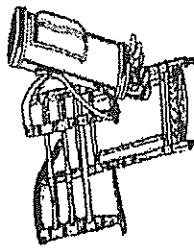
Employee restrooms are located on the first floor by the breakroom

All employees must wash their hands before returning to work

Lockers are day lockers. Employees must furnish their own locks. AGC is not responsible for any items stolen from lockers.

## Ansley Golf Club

### **STANDARD OPERATING PROCEDURES**



**ANSLEY GOLF CLUB**  
**1912**

Department	F & B
Position	Service Staff
Task	Clock-in and Out Procedure

#### **Standard**

#### **Procedure**

#### **Clocking In**

All employees must clock in before all shifts  
Employees can clock in no more than fifteen minutes early and no later  
than fifteen minutes late, unless okayed by a manager

#### **How To**

Employees clock in at time clock by putting their ID number and placing  
hand in appropriate slot

#### **Clocking Out**

All employees must clock out after each shift

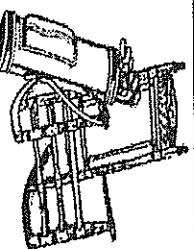
Employees must clock out for all breaks.

#### **Double Shifts**

Any employee working a double must clock out after their first shift and clock  
back in before their second shift, unless okayed by a manager

Non-compliance to Clocking policy as per employee handbook

Excessive early or late clocks may warrant a verbal or written  
warning and disciplinary documentation resulting in suspension  
and / or termination



**ANSLEY GOLF CLUB**  
**1912**

**Request for Taxpayer  
 Identification Number and Certification**

Give form to the  
 requester. Do not  
 send to the IRS.

Print or type  
 See Specific Instructions on page 2.

Name (as shown on your income tax return)

*Drake Staffing LLC*

Business name, if different from above

Check appropriate box:  Individual/Sole proprietor  Corporation  Partnership  
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ► .....  
 Other (see instructions) ►

Exempt  
 payee

Address (number, street, and apt. or suite no.)

*2033 Monroe Dr. Ste. B*

City, state, and ZIP code

*Atlanta Ga 30324*

Requester's name and address (optional)

*Ansley Golf Club*

List account number(s) here (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

**Social security number**

or

**Employer identification number**

*87 0802186*

**Part II Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

**Sign  
 Here**

Signature of  
 U.S. person ►

*Doug Fink*

Date ►

*4/28/11*

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity.