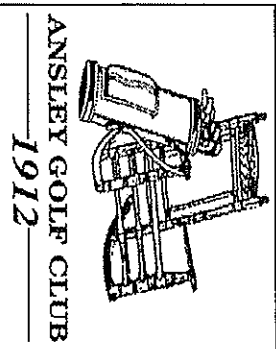
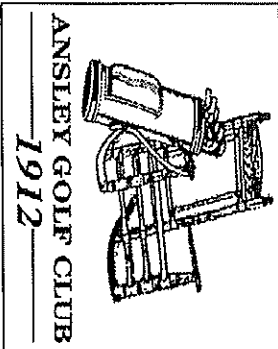
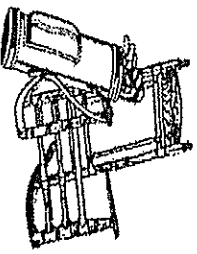
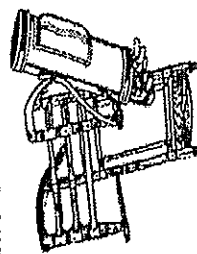
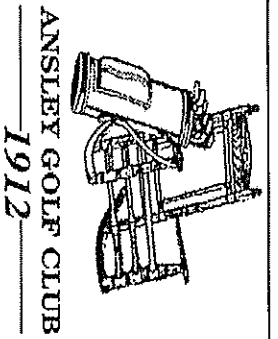
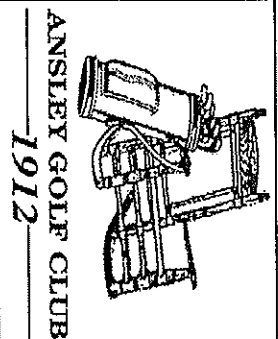


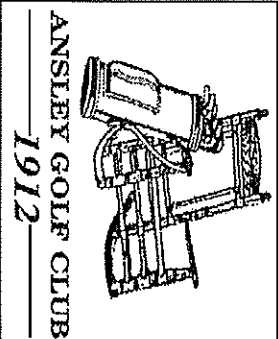
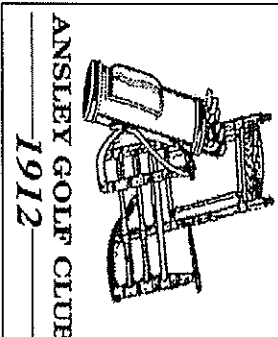
<div></div>		<div><h2>Anasley Golf Club</h2><h3>STANDARD OPERATING PROCEDURES</h3><table><tr><td>Department</td><td>F & B</td></tr><tr><td>Position</td><td>Anasley Room Servers</td></tr><tr><td>Task</td><td>Steps of Service</td></tr></table></div> <div></div>		Department	F & B	Position	Anasley Room Servers	Task	Steps of Service
Department	F & B								
Position	Anasley Room Servers								
Task	Steps of Service								
Standard		Procedure							
Greeting members	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.								
Delivering drinks and bread	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.								
Taking the order	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.								
Entering the order	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.								
Anticipating the guests needs	Place any condiments needed on the table. A guest should not have to ask for anything when their beverages or food arrives.								
Present the Check	Offer Coffee and Dessert. After clearing the last course present the check and thank the Member for their visit.								

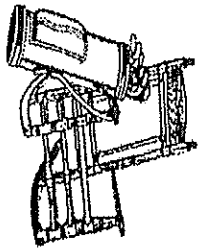
 ANSLEY GOLF CLUB 1912		<h2 style="text-align: center;">Anasley Golf Club</h2> <h3 style="text-align: center;">STANDARD OPERATING PROCEDURES</h3>		 ANSLEY GOLF CLUB 1912	
Department		F & B			
Position		Anasley Room Servers			
Task		Steps of Service continued			

Standard	Procedure
Delivering food and clearing plates	<p>Deliver appetizer, soup or salad first and ask if you may get them anything else for the moment.</p> <p>If it is just one course when you deliver the order tell them to enjoy their meal.</p> <p>When clearing first course remove the appropriate item of silver with the plate.</p> <p>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</p>
Offering and serving dessert and coffee	<p>While clearing Entrees offer the guest coffee or cappuccino and tell them about desserts.</p> <p>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.</p>
Present the check	<p>If the guest has ordered dessert make sure to serve a dessert spoon or fork.</p> <p>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.</p>
Things to remember	<p>Always serve ladies first. Speak positively. Be service ready. It makes your life easier. Remove dirty dishes promptly.</p>

		<h2 style="text-align: center;">Ansley Golf Club</h2>			
STANDARD OPERATING PROCEDURES					
Department		F&B			
Position		Ansley Room Server			
Task		Side Duties			

Standard	Procedure
<p>Employees complete all side duties assigned by management before, during, and after service hours.</p> <p>Side duties are executed thoroughly and professionally, and to the satisfaction of management</p> <p>Additional side duties may be assigned as called for by management.</p> <p>Employees must complete any paperwork related to side duties and turn paperwork in to management before and after service hours</p>	<p>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.</p> <p>Open lists are to be completed by 11:30a.m. and 5:30p.m., respectively.</p> <p>Close lists are to be completed before clocking out at the end of the shift.</p> <p>Employees are to initial each duty on the list after the satisfactory completion of each task.</p> <p>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, initialing tasks completed</p> <p>Management may assign additional tasks as necessary.</p> <p>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.</p> <p>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.</p>

		<h2>Anasley Golf Club</h2>			
		<h3>STANDARD OPERATING PROCEDURES</h3>			
		Department	F&B		
		Position	Anasley Room Server		
		Task	Table Setting		
<h4>Standard</h4>			<h4>Procedure</h4>		
<p>The tables are aligned throughout the room, with the chairs neatly surrounding the table, edge of seat to edge of table</p>			<p>Tables are aligned in rows with corners of the tables lining up in a symmetrical pleasing manner Tables are placed far enough apart to ensure comfort to Members and ease of service</p>		
<p>The tables and chairs are inspected to ensure they are clean before setting them</p>			<p>Before service hours and after resetting the table, the chairs are inspected and aligned to ensure standard</p>		
<p>Tables are set with clean placemats, a place-setting, a waterglass, salt and pepper shaker, Bread Plate and Bread Knife A wine glass is added for dinner service.</p>			<p>Placemats are set with the Anasley 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)</p>		
<p>Staff Members must inspect all tables before, during, and after service hours to ensure Standard</p>			<p>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.</p>		



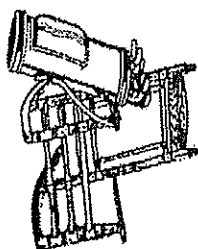
ANSLEY GOLF CLUB
1912

Ansley Golf Club

STANDARD OPERATING PROCEDURES

Department
Position
Task

F&B
Ansley Room Server
Clearing Tables



ANSLEY GOLF CLUB
1912

Standard

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

Procedure

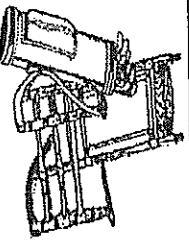
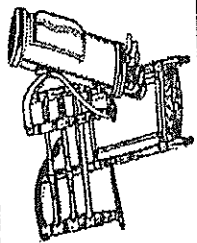
Courses should be cleared once everyone at the table is finished. Ladies will be cleared first. Clear individual plates if the Members appears to wish them removed before everyone else at the table is finished

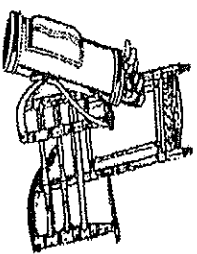
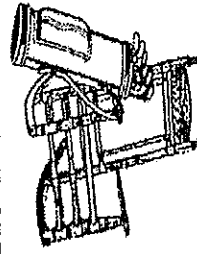
Trays are to be lined with a tray liner before entering the floor Cocktail trays or large trays are to be used as necessary for the volume of dirty dishes / stemware. Trays used for clearing are removed to the kitchen immediately after clearing.

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.

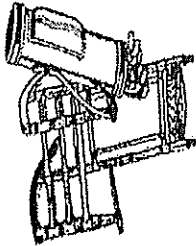
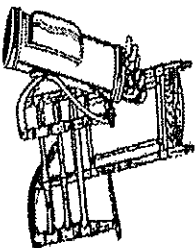
When clearing entrees all Bread and Butter plates as well as bread baskets and condiment ramekins should be cleared
Condiment Caddies are removed at this point

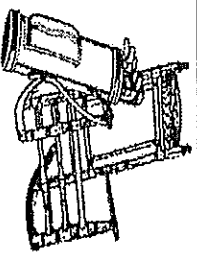
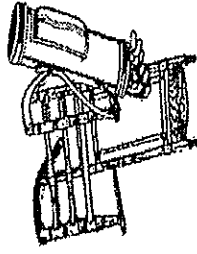
Stemware is removed by the stem or bottom of the glass, never by touching the inside of any glass or cup.
After the Member is finished and leaves the table all remaining dishes and stemware are removed quickly and neatly.
The table and chairs are wiped with a clean damp towel and reset quietly, neatly, and quickly.

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p>ANSLEY GOLF CLUB 1912</p> </div> <div style="text-align: center;"> <h2>Ansley Golf Club</h2> <h3>STANDARD OPERATING PROCEDURES</h3> </div> <div style="text-align: center;">  <p>ANSLEY GOLF CLUB 1912</p> </div> </div>	
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Department</p> <p>Position</p> <p>Task</p> </div> <div style="width: 30%;"> <p>F&B</p> <p>Ansley Room Bartender</p> <p>Bartender Side Duties</p> </div> </div>	
<p style="text-align: center;">Standard</p> <p>Bartender Side Duties are completed by 5:00 p.m. daily.</p> <p>All Bar supplies are stocked and ready, with a full selection of Ansley Beer, Wine and Spirits by 5:00 p.m. daily</p> <p>Bar Condiments and Garnishes are stocked by 5:00p.m. daily</p> <p>Wines are rotated and properly sealed at the end of the shift to guarantee freshness. All open wines are dated with open date.</p> <p>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.</p>	<p style="text-align: center;">Procedure</p> <p>A laminated sheet explaining side duties is located at the bar</p> <p>Bartender must complete listed duties in a satisfactory manner by 5:00 daily, to be checked and approved by a manager</p> <p>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</p> <p>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".</p> <p>Bartender is responsible for all garnishes and checks product for freshness, rotating garnishes as needed and stocking new items as needed</p> <p>Bartender is to stock bar with all garnishes such as salt rimmers, mixers, etc, procuring these from Bar Manager as needed.</p> <p>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</p> <p>Cabinets are labeled and product should be placed where label is indicated</p> <p>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. Glassware is organized and neatly secured. Trash is taken to Kitchen and re-lined</p>

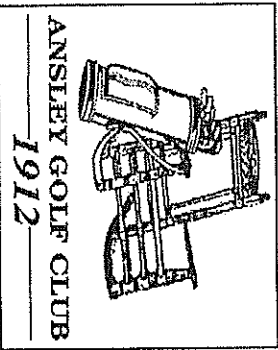
 ANSLEY GOLF CLUB 1912		<h2 style="text-align: center;">Ansley Golf Club</h2> <h3 style="text-align: center;">STANDARD OPERATING PROCEDURES</h3>		 ANSLEY GOLF CLUB 1912	
Department Position Task		Men's Grill All Staff MENU KNOWLEDGE			

Standard	Procedure
<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"> - Grill Menu - Daily Specials- Make sure they are written on the Special Board prior to each meal period <p>Menu changes, 86'd items and daily specials will be reviewed during line-up.</p>

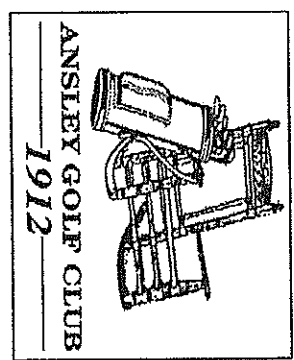
<div> ANSLEY GOLF CLUB 1912</div>		<div>Ansley Golf Club</div> <div>STANDARD OPERATING PROCEDURES</div> <table border="1"><tr><td>Department</td><td>F & B</td></tr><tr><td>Position</td><td>All Staff</td></tr><tr><td>Task</td><td>Member Interaction</td></tr></table>		Department	F & B	Position	All Staff	Task	Member Interaction	<div> ANSLEY GOLF CLUB 1912</div>
Department	F & B									
Position	All Staff									
Task	Member Interaction									
Standard		Procedure								
Employees greet members professionally	Address members with a pleasant greeting such as Good (Morning, Afternoon, Evening) Mr. or Mrs. _____ Welcome to Ansley Golf Club.									
Handling member complaints	Complaints should be referred to a Manager and documented.									
Member tickets	Everything should be rung up accurately on member tickets and members should always sign tickets.									
Addressing members	Members should be addressed by surnames and not by first name.									
Member interaction	The interaction with members should always be on a professional level.									

 ANSLEY GOLF CLUB 1912	Ansley Golf Club <hr/> STANDARD OPERATING PROCEDURES		 ANSLEY GOLF CLUB 1912
<hr/>			
	Department Position Task	All Food and Beverage Departments All Positions Manual Sales Tickets	

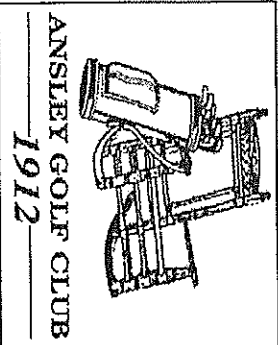
Standard	Procedure
<p>Accurate Ticketing for all food and beverage sales, through ticket control</p> <p>Staff ensures accurate ticketing and sales records, by recording all necessary information and keeping track of all Tickets</p> <p>Staff ensures accuracy of order being made by Kitchen by conveying all needed information in a clear and legible manner</p> <p>Staff makes receipt copy available for Members if desired</p> <p>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</p>	<p>Manager issues batch of three ply Ansley Logo Tickets to staff in particular sequential order Example: Server A: #s1015-1075 Manager keeps accurate record of ticket #s issued to staff</p> <p>Staff is responsible for each ticket issued them Staff must record on each ticket: Date, Location (i.e. Williamsburg Rm), their name * this may be done in advance to save time during service Staff must record Member Name AND Number on each order taken</p> <p>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</p> <p>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</p> <p>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 its matching hard copy.</p>



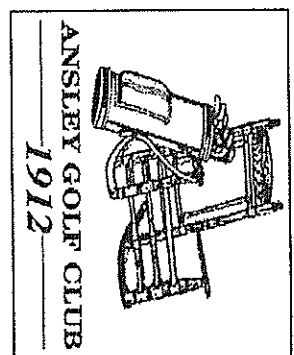
Ansley Golf Club		
STANDARD OPERATING PROCEDURES		
Department	F&B	
Position	All Staff	
Task	Phone Etiquette	



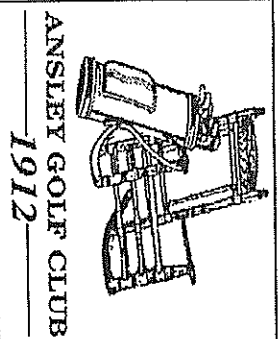
Standard	Procedure
Any ringing phones should be answered by nearest staff Member in a timely manner	Phones should be answered by whoever is closest and within three rings whenever possible
Phone is answered in a friendly voice using AGC standard greeting at all times	When answering the phone state your location, name and how you may be of service: Ansley Room (or Lounge, Williamsburg, etc) this is _____ how may I assist you?
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.
Phones are for Member and Business communication only	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
House Phone may be used for Employee emergency calls	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
Cell Phones are not permitted	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.



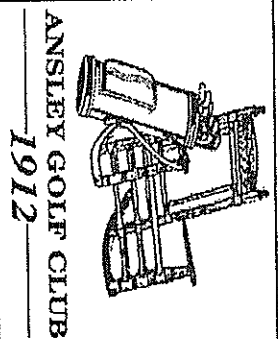
Ansley Golf Club		
STANDARD OPERATING PROCEDURES		
Department	F&B	
Position	All Staff	
Task	Employee Parking	



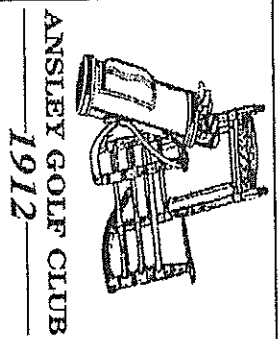
Standard	Procedure
<p>Employees must park in the designated Employee Parking area at all times.</p>	<p>Management designates employee parking areas.</p> <p>All staff must park in the Church lot when coming to work or stopping by for any reason. A shuttle is provided to transport employees from the church 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>



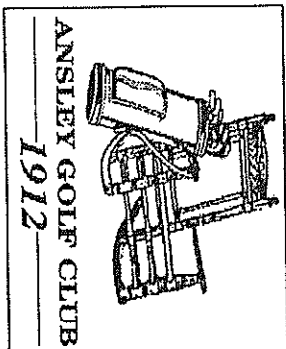
Ansley Golf Club			
STANDARD OPERATING PROCEDURES			
Department	Pool / Ansley Room / Banquets		
Position	Service Staff		
Task	Uniform Standards / Special Event Uniforms		



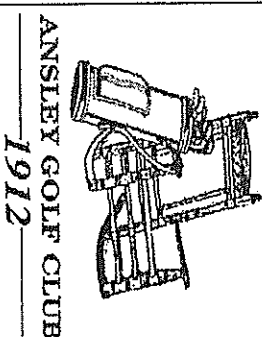
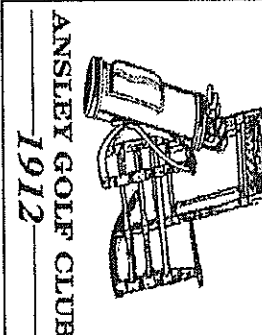
Standard	Procedure
<p>All Staff, regardless of Department, must adhere to Pool Uniform Standard when working at the Pool or Special Events at the Pool (Cinco de Mayo, Labor Day, Luau, etc)</p> <p>Grooming standards must be adhered to regardless of department when working at the pool or pool events</p> <p>Management has discretion on administering consequences for not adhering to this uniform standard</p>	<p>Pool Uniform and Pool Special Events Uniform Standard:</p> <p>Ansley Issue Shirt</p> <p>Name Tag</p> <p>Pressed Khaki Shorts or Pants</p> <p>Shorts may not be longer than knee, and no shorter than 3/4 in above knee</p> <p>White Socks</p> <p>White Sneakers</p> <p>Hair neat and pulled back if long</p> <p>No flashy jewelry (Dangling Earrings, Nose Rings, Chains, multiple rings)</p> <p>Facial Hair neat and trimmed</p> <p>Clothing clean and wrinkle free</p> <p>NO Skirts allowed</p> <p>NO body art may be visible.</p> <p>Possible Consequences include but are not limited to:</p> <p>Tip Share reduced</p> <p>Getting sent home</p> <p>Verbal Disciplinary Warning</p> <p>Written Disciplinary Warning</p> <p>Suspension</p> <p>Termination</p>



Ansley Golf Club		
STANDARD OPERATING PROCEDURES		
Department	F & B	
Position	All Employees	
Task	Restroom Policy	



Standard	Procedure
<p>All employees are to use the employee restrooms</p> <p>Employees are not allowed to use member restrooms</p> <p>Lockers are available for employee use</p>	<p>Employee restrooms are located on the first floor by the breakroom</p> <p>All employees must wash their hands before returning to work</p> <p>Lockers are day lockers. Employees must furnish their own locks. AGC is not responsible for any items stolen from lockers.</p>

<div> ANSLEY GOLF CLUB 1912</div>		<div><h2>Ansley Golf Club</h2><h3>STANDARD OPERATING PROCEDURES</h3><table><tr><td>Department</td><td>F & B</td></tr><tr><td>Position</td><td>Service Staff</td></tr><tr><td>Task</td><td>Clock-in and Out Procedure</td></tr></table></div> <div> ANSLEY GOLF CLUB 1912</div>		Department	F & B	Position	Service Staff	Task	Clock-in and Out Procedure
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							

**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: <input type="checkbox"/> Individual/Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶	
<input type="checkbox"/> Other (see instructions) ▶	
<input type="checkbox"/> Exempt payee	
Address (number, street, and apt. or suite no.) 2033 Monroe Dr. Ste. B	Requester's name and address (optional) Ansley Golf Club
City, state, and ZIP code Atlanta Ga 30324	
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:

- 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
- 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
- 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 ▶ 	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:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- 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,