

NEW SERVER ONBOARDING GUIDE

Golf Club Food & Beverage — First 30 Days

Staff Member	
Position	Server — Food & Beverage
Start Date	
Assigned Trainer	
Supervisor	

WELCOME

You were hired because someone believed you could do this job well. This guide exists to make sure you actually get the chance to prove it.

A golf club F&B operation is different from a standard restaurant. The pace, the members, the expectations — all of it has its own rhythm. This guide will walk you through what you need to know, what we expect, and how we operate. Read it. Ask questions. Show up ready to work.

HOW A GOLF CLUB IS DIFFERENT

Before you can serve well here, you need to understand the environment. This is not a casual dining restaurant.

The Member Dynamic

- Members pay significant dues to be here. Their expectations are high and their patience for inconsistency is low.
- Learn names when you can. Members notice when staff know them — and they notice when they don't.
- Members have history here. Some have been coming for decades. Respect that.
- Do not treat a member like a stranger after their third visit. Pay attention.

Pace of Play

- Golfers are on a schedule. Their tee time, the group behind them, the round itself — all of it is timed.
- You will never rush a member out of the dining room. But you will never be the reason a golfer misses their tee time, either.

- Read the situation. A table of four finishing a round wants to relax. A golfer grabbing a quick bite before teeing off needs to move.
- When in doubt, ask: "Do you have a tee time coming up?" and adjust accordingly.

The Turn

- Golfers transitioning from hole 9 to hole 10 have a short window — often 10 to 20 minutes.
- Turn service is fast, efficient, and friendly. Speed is the standard.
- If you are assigned to turn service, review the Turn Service SOP before your shift.

Events and Tournaments

- Golf clubs run events — member-guest tournaments, outings, charity rounds, corporate days.
- Event days change everything: volume, timing, service style, menu. You will be briefed before event shifts.
- Never assume a regular day's pace on an event day. Check the calendar every morning.

APPEARANCE & CONDUCT STANDARDS

Dress Code

- Uniform must be clean, pressed, and complete at the start of every shift. No exceptions.
- Hair pulled back or secured if it falls below the collar.
- Closed-toe, non-slip shoes. Black preferred unless otherwise specified.
- Minimal jewelry. No visible tattoos policy is at management discretion — ask your supervisor.
- No strong perfume or cologne. You are working around food and members who may be sensitive.

Conduct

- No personal phone use on the floor. Ever.
- No eating or drinking in guest areas unless on a designated break.
- Address members and guests as "sir" or "ma'am" unless they have introduced themselves by first name.
- No conversations about personal matters within earshot of members.
- If you don't know the answer to a member's question, say "Let me find out for you" — not "I don't know."

YOUR FIRST 30 DAYS

Your first 30 days are structured. You are expected to complete each milestone before moving to the next phase of independent service.

30-Day Onboarding Checklist

✓	Task	By When	Initials
<input type="checkbox"/>	Review and sign the Employee Handbook	Day 1	
<input type="checkbox"/>	Complete alcohol service training / TIPS certification	Day 1	Required
<input type="checkbox"/>	Shadow a senior server for a full dining room shift	Day 1–3	
<input type="checkbox"/>	Learn the full food and beverage menu	Day 3	Quiz on Day 4
<input type="checkbox"/>	Complete Turn Service SOP review with supervisor sign-off	Day 3	
<input type="checkbox"/>	Walk the full course — know where every hole is, where the turn is, how long it takes	Day 3	
<input type="checkbox"/>	Complete one full turn service shift with trainer	Day 5	
<input type="checkbox"/>	Learn POS system — inputting orders, voids, comps, split checks	Day 5	
<input type="checkbox"/>	Learn opening and closing procedures for your assigned station	Day 7	
<input type="checkbox"/>	Run a dining room section independently (trainer on standby)	Day 7–10	
<input type="checkbox"/>	Demonstrate correct table setup and breakdown to trainer	Day 10	
<input type="checkbox"/>	Complete event service orientation	Week 2	
<input type="checkbox"/>	Run turn service independently	Week 2	
<input type="checkbox"/>	30-day check-in with supervisor	Day 30	Performance review

MENU KNOWLEDGE

You are expected to know the menu. Not kind-of-know it. Know it.

- Know every item: ingredients, preparation method, allergens.
- Know the daily specials before every shift — ask your supervisor or check the board.
- Know what you can and cannot modify. Do not promise a modification you are not sure about.
- Know the beverage program: beer, wine, spirits, non-alcoholic options.
- If a member has a dietary restriction, take it seriously. Confirm with the kitchen.

You will be quizzed on the menu during Week 1. This is not optional — it is part of your onboarding completion.

SERVICE STANDARDS

Table Service Sequence

1. Acknowledge the table within 60 seconds of seating. Even if you are not their server, make eye contact and nod.
2. Introduce yourself. "Good afternoon, I'm [name] and I'll be taking care of you today."
3. Offer and take beverage orders. Bring water without being asked.
4. Present the menu and specials. Allow time without hovering.
5. Take food order. Repeat it back.
6. Deliver food promptly. Announce each dish.
7. Check back within 2 minutes: "Is everything tasting good?"
8. Clear plates when the last person at the table has finished — not before.
9. Offer dessert or coffee.
10. Deliver the check promptly when requested. Do not make them ask twice.

What We Do Not Do

- We do not disappear after delivering food.
- We do not clear one person's plate while others are still eating.
- We do not hover or interrupt a conversation to check in.
- We do not say "no problem" when a member thanks us. The response is "my pleasure" or "of course."
- We do not argue with a member. If there is a complaint, we listen, apologize, and get a supervisor.

ALCOHOL SERVICE

You are legally and professionally responsible for every drink you serve. When in doubt, do not serve. Get a supervisor.

- Card anyone who appears under 40. No exceptions.
- Know the signs of intoxication: slurred speech, unsteady movement, aggressive behavior, excessive loudness.
- If you believe a member or guest is intoxicated, notify your supervisor immediately. Do not cut them off alone.
- Never serve alcohol to someone who is visibly intoxicated.
- Know your club's policy on outside alcohol on the course.

WHO TO GO TO

Situation	Go To	Notes
Member complaint	Your supervisor — immediately	Do not attempt to resolve alone
Intoxicated guest	Your supervisor — immediately	Do not serve or cut off alone
Kitchen error or delay	Expeditor or kitchen lead	Communicate to the table
POS issue	Shift lead	Manual log as backup
Scheduling question	F&B Manager	Check schedule first
Medical emergency	Call 911, then notify manager	Know the AED location

ONE LAST THING

Nobody expects you to be perfect on day one.

We do expect you to pay attention, ask questions when you don't know something, and care about doing the job right.

Show up on time. Be consistent. Take the member experience seriously. The rest will come.

ACKNOWLEDGMENT

By signing below, I confirm that I have received, read, and understood this onboarding guide and agree to the standards outlined within it.

Employee Name (Print)

Start Date

Employee Signature

Supervisor Signature