

# TURN SERVICE & HALFWAY HOUSE OPERATIONS

Standard Operating Procedure — Golf Club Food & Beverage

<b>Document Type</b>	Standard Operating Procedure
<b>Department</b>	Food & Beverage
<b>Applies To</b>	All F&B Staff — Turn Service & Halfway House
<b>Effective Date</b>	_____
<b>Approved By</b>	_____
<b>Version</b>	1.0

## PURPOSE

This SOP establishes the standard for Turn Service and Halfway House operations at the golf club. The goal is a consistent, fast, and professional experience for every golfer at the turn — whether they have 5 minutes or 15. This is one of the highest-volume, highest-visibility touchpoints in the F&B operation. It reflects directly on the club.

## SCOPE

This procedure applies to all F&B staff assigned to the Halfway House or Turn Service station. It covers setup, service execution, pace of play awareness, and closedown.

## KEY TERMS

- **The Turn** — The moment golfers transition from the 9th to the 10th hole. Typically a 10–20 minute window depending on the course and day.
- **Halfway House** — The physical service window, cart, or station positioned at or near the 9th green.
- **Pace of Play** — The rate at which golfers move through the course. F&B staff must never be the reason a group falls behind.
- **Turn Rush** — High-volume periods when multiple groups reach the turn simultaneously, typically mid-morning on weekends and tournament days.

## PRE-SERVICE SETUP

### Daily Setup Checklist (Complete by 30 Minutes Before First Tee)

1. Confirm day's tee sheet — note shotgun starts, outings, or tournaments that will affect turn timing.
2. Stock the station: hot dogs, brats, snacks, beverages (water, sports drinks, beer, soda). Cross-reference par levels on the inventory sheet.
3. Verify hot holding equipment is on and at temperature (minimum 140°F for hot items). Log temperature.
4. Confirm coolers are stocked and at temperature (38–40°F). Log temperature.
5. Set up condiment station — mustard, ketchup, relish, napkins, utensils. All labeled, clean, and fully stocked.
6. Confirm POS or cash handling system is operational. Have correct change on hand if cash accepted.
7. Confirm communication method with clubhouse (radio, phone, or app) is working.
8. Wipe down all surfaces. Station must be visually clean before first golfer arrives.

### Par Level Reference

Item	Weekday	Weekend	Tournament
Hot Dogs / Brats	12	24	36+
Bottled Water	24	48	72+
Beer (cans)	24	48	72+
Sports Drinks	12	24	36+
Snack Bags	12	24	36+
Napkins / Utensils	Full stock	Full stock	Double stock

## SERVICE EXECUTION

### When a Group Arrives at the Turn

9. Acknowledge the group immediately — make eye contact, say hello. Do not make them wait while you finish another task.
10. Call out the menu or today's specials. Keep it short — golfers are on a clock.
11. Take orders efficiently. If there is a line, move through it fast. Speed is the service standard at the turn.
12. Hot items should be handed off within 2 minutes of ordering. If hot items need time, communicate that upfront so golfers can decide.
13. Beverages first — hand those off while food is being prepared.
14. Process payment immediately after handing off order. Never let a group leave without completing the transaction.

15. Thank the group and wish them luck on the back nine.

### Pace of Play — Non-Negotiable Standards

F&B staff at the turn must understand that pace of play is the most critical factor in the golfer's experience. The following are non-negotiable:

- Never be the reason a group falls behind. If your station is creating a backup, call for help immediately.
- Know the tee sheet. If a rush is coming, prepare in advance — not when they're already in line.
- Do not initiate long conversations during busy periods. Be friendly, be fast, let them go.
- If a golfer is clearly rushing, skip the upsell. Read the situation.

### Upselling Guidelines

Upselling is encouraged when pace allows. Suggested approaches:

- "We've got [item] fresh off the grill if you want something for the back nine."
- "Can I grab you a cold one for the turn?"

Keep it one offer, one time. Do not push. Golfers will come back if the experience is good.

## COMMON SITUATIONS & HOW TO HANDLE THEM

Situation	Response
You run out of an item mid-rush	Communicate immediately and clearly. "We're out of hot dogs but we've got brats ready." Do not pretend you have something you don't. Notify the clubhouse so inventory can be restocked.
A golfer is unhappy with wait time	Apologize once, solve it fast. Do not get into a debate about how long it took. If appropriate, comp a beverage and notify your supervisor.
A golfer appears intoxicated	Do not serve additional alcohol. Be matter-of-fact, not confrontational: "I'm going to hold off on that one." Notify your supervisor.
Payment system is down	Have a written log ready for manual tracking. Notify the clubhouse immediately. Do not stop serving — track names and amounts and reconcile later.
Large group / tournament rush	Triage: beverages out first, food second. Call for backup before the rush arrives, not during. Keep the line moving.

## CLOSEDOWN PROCEDURE

16. Note final inventory counts on the daily inventory log before breaking anything down.

17. Shut down and clean all hot holding equipment. Cool properly before storing.
18. Discard any perishable items that have exceeded hold time. Do not save and reuse.
19. Restock coolers to par levels for the following day if product is available.
20. Clean all surfaces, equipment, and surrounding area. Station must be left cleaner than you found it.
21. Reconcile cash or review POS totals. Report any discrepancies to your supervisor before leaving.
22. Complete the daily station log and submit or leave for supervisor review.

## REMINDERS

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**The turn experience is often the golfer's only direct interaction with F&B during their round.**

Get it right. Be fast, be friendly, and know your product.

Speed is the service standard. Cleanliness is non-negotiable. Pace of play is sacred.

If something is broken, low, or wrong — communicate it immediately. Don't wait.

## ACKNOWLEDGMENT

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By signing below, I confirm I have read, understood, and agree to follow this Standard Operating Procedure.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature