



Private Club Performance Management



Catering Server Training Manual

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Background

A private club creates a special environment for its members. It is a place of refuge from the busy world. It is a place where friends and business associates can gather and enjoy the amenities of the Club. It is a place where members are known by name and those of us who serve them know their preferences and desires.

One of the primary amenities offered by the Club is catered functions. Whether a small, intimate gathering of friends, a wedding with 250 guests, or a corporate meeting or seminar, the Club offers its members a clean, attractive, and professionally operated environment to host the important events and activities of their lives.

Our role as Club staff is to enhance members' use and enjoyment of the Club and provide them with an event of the highest possible quality. We can only do this if we are well-organized, thoroughly trained, and committed to the task of providing extraordinary service.

Your role as a Catering Server is to provide friendly, courteous, and efficient service to our members and their guests. To do this properly, there are many things you must know. We trust that after working through this self-study training manual and being trained in the specific techniques of service, you will be equipped with all the necessary knowledge, skills, and abilities to do your job with grace, ease, and professionalism.



Bar	A table or counter set up to serve alcoholic beverages to guests at an event. Can be an open bar, consumption bar, signature bar, or cash bar depending upon how guests are charged for drinks or how the host pays for beverages consumed.
"Behind You"	Said when coming up behind a co-worker to inform him or her of your presence to avoid collisions.
Break Down	The process of closing and cleaning up after a catered event.
Break Down Station	A workstation set up specifically to aid in the task of breaking down an event. It usually will consist of a banquet table, trash can, buspans, a tub for dumping leftover drinks, and various glassracks. The specific purpose for a break down station is to reduce the amount of breakage of china and glassware.
Buffet	Style of catered event where guests serve themselves from platters and chafing dishes displayed on tables. Can be single- or double-sided buffets, depending upon the sides of the table open for service.
Bus Pan	Plastic tubs used to stack dirty plates and flatware.
Cake Knife and Spatula	Decorative utensils for cutting and serving cakes.
Canapés	Hors d'oeuvres consisting of a small piece of bread or toast, often cut in a decorative shape, garnished with a savory spread or topping.



Information and Expectations, Continued

Drinking or Use of Non-prescribed Drugs

No employee may consume alcoholic beverages while on duty. Reporting to work while under the influences, drinking on duty, or the use of any illegal or non-prescribed drugs will result in appropriate disciplinary action.

Smoking

Smoking in a food service facility is a sanitation violation due to the hand-mouth contact involved. At no time may employees smoke in food service production or service areas. Smoking is permitted only in designated smoking areas during your break or after your shift has ended. You must always wash your hands after smoking.

Use of Facilities

Employees are not allowed to use Club facilities and services while working. This means you should not sit on the furniture in the Club. Your Supervisor will tell you where you may take your breaks.

Club facilities are for the exclusive use of our members. Use by employees on the clock is an inappropriate use of work time. Further, it sends the wrong message to our members about our priorities.

Use of Telephones

The telephones within the Club are for business purposes and unnecessary or excessive personal use of phones may interfere with that business. Reasonable use of telephones for personal reasons such as to call your spouse or children, is permitted at the discretion of your Supervisor. However, you should discourage your friends from calling you when you are working unless necessary.

If you have a cell phone, it must be turned off while you are working.



Sanitation

Sanitation is an extremely important aspect of your job. Disease and infection are easily spread through food products or by unclean utensils and hands. Coughing, sneezing, and open cuts and sores can cause contamination of the food you serve.

Potential Hazards. All food service employees should be aware of the potential hazards of handling food and develop a conscientious concern for maintaining the highest possible standards of cleanliness and sanitation. Nothing can ruin the Club's reputation faster than an incident of food poisoning. Therefore:

- If you are ill, you must notify your Supervisor. Do not try and be stoic or heroic by working when you are sick. The risk to our members and guests is too great.
- Wash hands thoroughly after using the rest rooms or handling materials that do not pertain to food service.
- Do not smoke in food preparation or dining areas.
- If you sneeze or cough, cover your mouth with a tissue or handkerchief. Then wash your hands.
- Be careful not to touch food items with your hands. Use tongs, spoons, forks, etc., to serve or plate food.
- Wear hats or hair nets when required.
- Keep side stations, tray stands, and work areas clean and orderly at all times.
- When wiping flatware and glassware to ensure sparkling clean appearance, use a clean towel or cloth.
- Inspect plateware and glassware for cracks or chipped surfaces. These faults can harbor germs and bacteria.



Review II

List three reasons why the Club has a policy against "grazing."

1. _____
2. _____
3. _____

Describe the uniform for catering servers.

List three personal tools and supplies you should always have with you .

1. _____
2. _____
3. _____

List three of the five concerns of safe food handling.

1. _____
2. _____
3. _____

List three potentially difficult situations.

1. _____
2. _____
3. _____

It's OK to serve an intoxicated person "just one more drink." (Circle one) True False

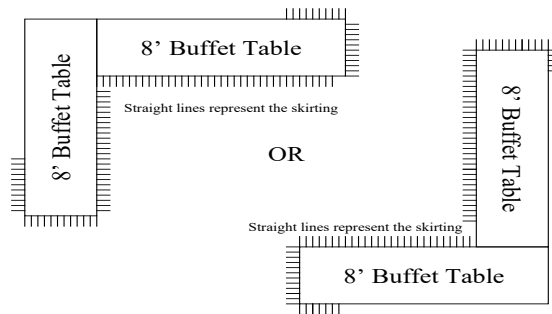
Never attempt to physically detain an intoxicated person on the premises. True False

Police may be called if the manager on the scene determines a threat. True False

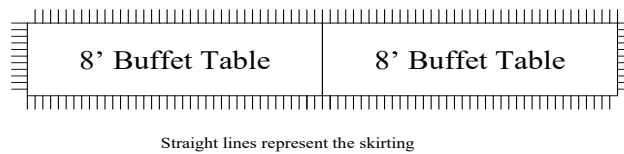


Standard Setups

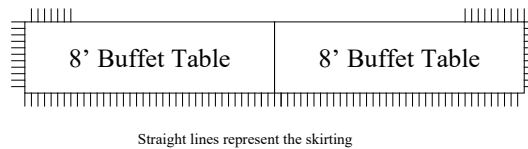
L-Shaped Buffet



Double-sided Buffet



One-sided Buffet



Coffee Station Setup

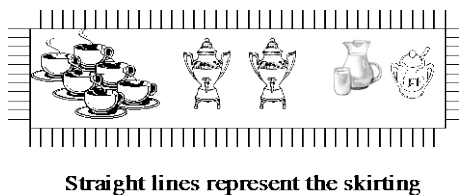




Table Settings with Wine

A carefully prepared table setting is an important part of your *mise en place* and will make your service much easier.

Procedures

Ensure that the tablecloth(s) have been correctly laid, and make sure the chairs are in their proper positions.

The folded napkin is placed approximately one-quarter inch from the edge of the table. This is the center of the place setting.

The dinner knife is always placed to the right of the napkin, with the blade facing in.

The appetizer/salad knife is always placed to the right of the dinner knife, with the blade facing in.

The dinner fork is always placed to the left of the napkin. The distance between the knife and fork should be wide enough to fit a dinner plate between them.

The appetizer/salad fork is always placed to the left of the dinner fork.

The wine glass is placed about one-half inch above the tip of the dinner knife.

- If two wine glasses are to be used, the glass above the tip of the dinner knife should be the red wine glass.
- The white wine glass is then placed below the red wine glass at a slight angle.

The water glass is placed above the red wine glass at the same angle as the white wine glass.



Table Settings with Wine, Continued

The dessert silver is placed above the napkin.

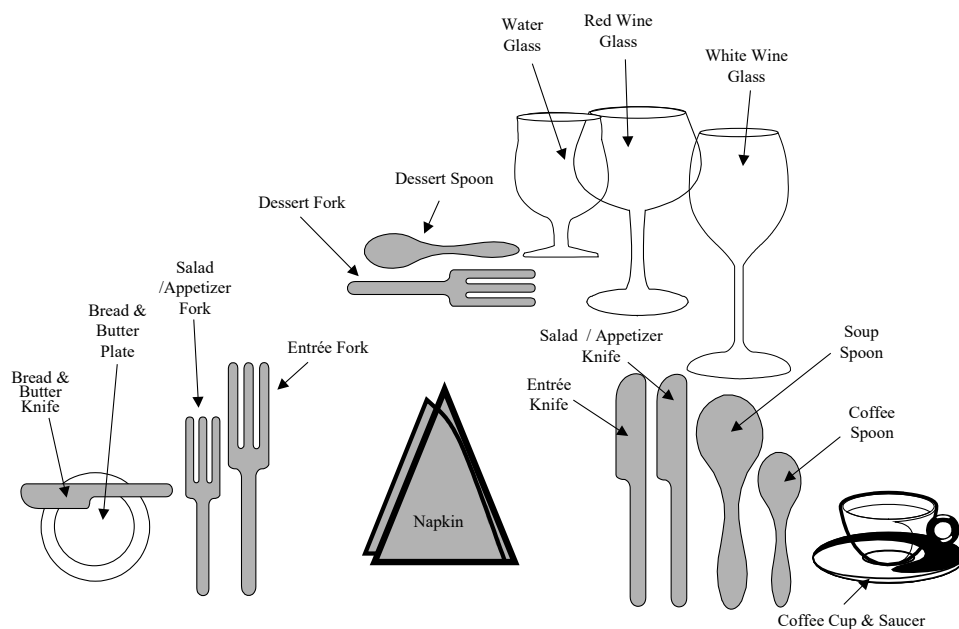
- The dessert fork is placed with its tines to the right.
- The dessert spoon is placed above with its bowl to the left.

The teaspoon is to be placed to the right of the appetizer knife.

The coffee cup and saucer are to be placed to the right of the teaspoon. The coffee cup handle should face the four o'clock position.

The bread and butter plate is placed to the left of the appetizer/salad fork.

The bread and butter knife is placed on the top of the bread and butter plate with the knife lying perpendicular to the edge of the table pointing towards the left and the blade facing down.





Wine Service

At a catered event, the wine usually is pre-ordered by the host. The host may select one or more wines to serve with the meal. Your Catering Supervisor will inform you of wine service and the courses with which individual wines will be served.

Sufficient bottles of wine will be opened in advance in a service area. The Catering Supervisor will indicate how many bottles to open. It is important to be prepared to give speedy service, but it is likewise important not to open too many bottles, some of which may not be used.

White wines, dessert wines, and champagne must be kept chilled prior to service. Reds must be kept at room temperature and should be opened early enough to breathe prior to service (1/2 hour should be enough).

At the appropriate courses, servers will offer wine. If both white and red are offered, servers should make guests aware of the choice. Always know the name of the wine, the vintner, and country of origin (e.g., Napa Valley, Australian, Chilean, etc.) should a guest ask what wine is being served, e.g., "We have a Woodbridge Chardonnay or a Robert Mondavi Cabernet Sauvignon." As you have time, clear away unused wine glasses.

Catered events with wine service will have appropriate wine glasses preset on the tables. The Club uses four different wine glasses for wine service:

White Wine	Libby, 13 oz., Charisma White	Fill $\frac{3}{4}$ full
Red Wine	Libby, 13.5 oz., Perception Red	Fill $\frac{1}{2}$ full
Burgundy	Libby, 14.5 oz., Gourmet Round	Fill $\frac{1}{2}$ full



Replenishing Buffets

Buffets are a popular style of catered event. The food is prepared and served on buffet tables or food stations. Buffet lines can either be set up as single-sided or, for faster service for larger groups, double-sided.

Some buffets are self-serve where the guests serve themselves. In other cases, servers will be stationed behind the buffet line and will serve items.

An important consideration in serving buffet-style is timely and efficient replenishment of buffet items. This is extremely important because guests do not like to stand in line waiting for food items.

The key to replenishing buffets is monitoring the amount of food on the table and having enough back up prepared and ready for service. Servers are sometimes designated as food "runners" for buffets. Their specific duty is to keep track of buffet items and "run" for replenishments whenever any item is getting low.

When buffet food is served to guests by a server, follow these procedures:

- Stand behind the food item you are serving.
- Know the name of the item and key ingredients in case you are asked.
- Ask the guest if they would prefer the item you are serving.
- Place the item on their plate using the appropriate serving utensil. Do not take the plate from the member.
- When the food item you are serving becomes $\frac{1}{4}$ full, alert the food runner that you need a replacement.



Appendix B1 - Temporary Staff Evaluation

Private Club Performance Management

Temporary Staff Evaluation

	Date:
Name of Event:	Temporary Agency:
Date/Time of Event:	Event Venue:

Temp Servers

Server's Name:	
Was Server on Time? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform? <input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup? <input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back? <input type="checkbox"/> Yes <input type="checkbox"/> No

Server's Name:	
Was Server on Time? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform? <input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup? <input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back? <input type="checkbox"/> Yes <input type="checkbox"/> No

Server's Name:	
Was Server on Time? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform? <input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup? <input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back? <input type="checkbox"/> Yes <input type="checkbox"/> No

Server's Name:	
Was Server on Time? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was Server F&B knowledgeable? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was Server in Proper Uniform? <input type="checkbox"/> Yes <input type="checkbox"/> No	Had Server been trained to our standards? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server have a good, positive attitude? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did the Server work hard? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server need a lot of supervision? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was the Server helpful and productive? <input type="checkbox"/> Yes <input type="checkbox"/> No
Did the Server help with breakdown/cleanup? <input type="checkbox"/> Yes <input type="checkbox"/> No	Would you have this Server back? <input type="checkbox"/> Yes <input type="checkbox"/> No

Catering Supervisor Signature:	Date:
Catering Manager Signature:	Date: