



Beverage Cart Attendant



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Purpose

The purpose of this training manual is:

- to train you in the knowledge, skills, and abilities necessary to properly perform your duties;
- to imbue you with a strong service ethic toward our members and your fellow workers;
- to provide you with the tools and techniques to comfortably perform all assigned tasks;
- to prepare you for potentially difficult situations by providing you with the approved way of dealing with them.

Responsibilities

The Dining Services Manager is responsible for properly and completely training you for your position.

It is your responsibility:

- to diligently apply yourself to mastering the material presented in this manual, and
- to notify the Dining Services Manager of any difficulties encountered in the performance of your duties that might require modification of Beverage Cart operational policies, procedures, standards, or training.

It is the responsibility of the Training Manager to review training material and programs to ensure that they meet the need of providing high quality training to you and your fellow employees.

Background

Private Clubs create a special environment for their members. It is a place of refuge from the busy world around us. It is a place where friends and business associates can gather and enjoy the amenities of the Club. It is a place where they 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 the golf course. Golf is a challenging game of infinite variety and challenge, played in beautiful natural settings. The game of golf is steeped in history and tradition. It is very much a mental game, where strategy, concentration, skill, and risk accompany every shot. It is a game of decorum and rules where players are expected to police themselves in the best tradition of good sportsmanship.

Many of our members have joined the Club because of their love of the game and all it offers them. Our role as Club staff is to enhance their enjoyment and provide them with the highest quality golfing experience. This is done in many ways, from maintaining the course in immaculate condition, to providing a clean and well-equipped golf cart, to providing bag storage and clean and comfortable locker rooms. Another service we offer is the Beverage Cart.

Your role as a Beverage Cart Attendant is to provide on-course refreshment service to our members and their guests with minimal distraction to their game. To do this properly, there are a few things you must know. We trust that after working through this self-study training manual, you will be equipped with all the necessary knowledge, skills, and abilities to do your job with grace and ease.

Appropriate Dress for Your Position

The Club has established high standards for its operation. The pride you show in your dress, your personal grooming, and the cleanliness of your uniform reflect not only on yourself, but also on the Club.

The prescribed uniform for Beverage Cart attendants is as follows:

- A Club golf shirt (provided).
- Khaki shorts, slacks, or skirt.
- White crew socks or bootie socks.
- Clean tennis shoes, running shoes, or sneakers.
- Optional: A logoed ball cap (provided).
- Optional: During cooler or inclement weather - a logoed rain jacket/windbreaker (provided).

Dress Do's and Don'ts:

- Clothing must be clean and unwrinkled.
- Shirttails must be tucked in.
- Please do not wear excessive jewelry or makeup.
- If you wear a cap, wear it properly - not backwards.
- Skirts or shorts must not be too short. Hemlines several inches above the knee are acceptable.

- **Your Attitude**

Satisfying our members is not an easy matter. They expect high quality food, recreation, and service in a clean, friendly, well-maintained and operated environment. To meet their expectations you must have a keen commitment to our standards of service and the right attitude to make it happen.

The right attitude is the most important requirement for success in any endeavor. How you approach your work has a direct bearing upon the quality of your work and, more importantly from your standpoint, the enjoyment and the sense of satisfaction you derive from working here. If you dwell on the negative, your work and every aspect of your life will be negative. You must choose instead to see your work in a positive way and take pride in your contributions to the larger effort.

We feel strongly about maintaining a positive attitude. One sour, negative attitude can ruin the workplace for all of us. Our members don't need it and we don't need it. So we say with deep conviction,

"BE OF GOOD CHEER OR DON'T BE HERE!"

Review I

Give two of the purposes of this training manual?

1. _____

2. _____

What are your responsibilities regarding this training material?

1. _____

2. _____

Should you be sick and unable to come to work, what should you do?

What is the prescribed uniform for your position?

List three "Do's and Don'ts" regarding your dress?

1. _____
2. _____
3. _____

What phrase summarizes the Club's feelings about employee attitude?

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