

FOOD & BEVERAGE

Our family of Clubs is committed to providing a leading quality golf experience to players of all ages and abilities by enhancing their enjoyment of the great game of golf.

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Introduction

PURPOSE

The purpose of this Food & Beverage Policy and Procedures Manual is to enhance the Customer's experience with **Competent service** and a positive **Culture** that upholds a level of professionalism that equals the product being delivered across all mediums.

Proper knowledge and skills enables individuals in all roles to effectively serve the customer in a competent manner. While positive attitudes and habits enhance the customers experience by creating a service orientated culture.

It is the intent and goal of the Food & Beverage Departments to be operated in a professional, productive and efficient manner. This Policy and Procedures Manual provides direction and pertinent information for Food & Beverage Managers, Assistant Managers, Attendants and Beverage Cart Personnel.

All matters pertaining to the operation of Food & Beverage shall be directed to the Golf Operations Director. The creation or approval of any policy must be presented to the Board of Directors via the Golf Operations Director. No policy or procedure is valid until the Board of Directors approve and Policy and Procedure Manual has been updated.

AIM

The aim of this Policy and Procedure document is to provide management with consistent operational details, in order to implement a structured and clear plan and to promote good communication through all mediums.

MISSION STATEMENT

Our family of Clubs is committed to providing a leading quality golf experience to players of all ages and abilities by enhancing their enjoyment of the great game of golf.

To fulfill this mission, Edgewater / Stonebridge / Larkin Golf Club collectively adopts the following goals:

1. Every guest experiencing our facilities will be welcomed with a sincere greeting and treated in this manner while on the property.
2. Every staff member on our team will work in a proactive manner to adapt to all of our guests needs.
3. Every guest will be genuinely thanked for their business upon completion of their visit and encouraged to visit us again.
4. Edgewater / Stonebridge / Larkin will provide superior playing conditions with the highest environmental respect to the entire property.

Golf Course Food & Beverage

GENERAL PROCEDURES

Edgewater / Stonebridge / Larkin Golf Club has an exclusive license to provide food and beverage that meets the needs of Members, Guests and Community of Edgewater / Stonebridge / Larkin Golf Club, not limited to, but including meetings, tournaments, golf outings, special events and weddings.

- The food service shall include the Snack Shack, On-Course Beverage Cart(s) and any applicable catering needed to fulfill special events.
- The Food & Beverage Operator will comply with cash handling policies and procedures established by Golf Operations.
- The Food & Beverage Operator will make an effort to use golf and food and beverage cross promotions as a means to enhance rounds of golf.
- The Food & Beverage Operator will make every effort to promote non-golf events in the banquet facility.
- The Food & Beverage Operator will make every effort to maximize beverage cart sales through appropriate scheduling, training and popular beverage and food offerings.
- The Food & Beverage Operator will keep Edgewater / Stonebridge / Larkin Golf Club and the surrounding corresponding areas clean and sanitary at all times and in compliance with regulations of the Department of Health and Environmental Safety.
- The Food & Beverage Operator and staff will use its best efforts to prohibit intoxicated persons from being in or about Edgewater / Stonebridge / Larkin Golf Club. Efforts will include prohibiting the use of profane or indecent language, or boisterous or loud conduct in or about the Clubhouse and will call upon the aid of the Lancaster Police Department to assist in maintaining peaceful conditions.

ALCOHOLIC BEVERAGES

State of North and South Carolina Alcoholic Beverage Control regulations provide general and specific control over the sale and consumption of alcoholic beverage on the golf course. Local policy provides the following:

- No alcoholic beverage shall be brought onto the golf course premises except that provided by, or within, the Snack Shack, Clubhouse or banquet facilities.
- Patrons must consume alcoholic beverage sold in the Snack Shack, Clubhouse or banquet facilities within those premises.
- Golf patrons purchasing any beverage from the Snack Shack, Clubhouse or banquet facilities may carry such beverage in their carts on the golf course only in approved containers. No glass containers are permitted on the golf course. Any exceptions to these regulations must be approved, in advance, by the Director of Golf Operations.
- No outside food or alcohol is allowed to be served or distributed on the golf course or banquet facilities. All food and beverages shall be provided solely by the food and beverage Operator. Any person who brings outside food or alcohol for consumption on the golf course shall forfeit play with no refund.

EMPLOYEE LUNCH

- Employees are expected to take lunch at appropriate times (when the shop is not busy)
- Employees are still expected to service the customer during this break time so will stay clocked in.
- No employee food is allowed in Food Service coolers or freezers.

HOURS OF OPERATION

- Food & Beverage is open every day except Christmas, weather permitting.
- Food & Beverage is operational 30 minutes before the first tee time and closes no earlier than dusk, depending on attendance. Some menu restrictions may be implemented during slow times to reduce the cost of waste.
- All operating hours and days shall be subject to weather conditions and number of persons using the facilities. Golf & Tournament Manager and Head Superintendent/Greenkeeper shall make final decisions regarding closing the golf course and facilities due to weather conditions. Any other change in hours of operation not related to weather conditions, must be approved in advance by the Board of Directors.

OBJECTIVES

1. Outstanding and prompt Customer Service:
 - a. Greet every customer
 - b. Timely food service (within 5 minutes of order)
 - c. Accurately tend checks
2. Clean (spotless) environment in the dining, bar, kitchen and storage area.
3. Quality fresh food
4. Consistency in preparation and proportions
5. Appealing food presentation
6. Price food and beverages competitively while realizing desired profit margin
7. Maintain adequate levels of inventory (always have items available that are represented on menu).
8. Trained staff that operates as a unified team.
9. Exceptional personal hygiene - clean and well groomed.
10. Always offer an entertaining and enjoyable atmosphere

WAIT STAFF CUSTOMER SERVICE POLICY

The underlying foundation of our operation is Customer Service. As long as the food is timely and properly prepared, kindness and attentiveness offered by our wait staff will determine whether or not the customer has a pleasant experience and whether or not our customer will dine with us in the future.

The customer's experience and impression of the operation begins and ends with the F&B attendant. We must always offer every customer kind, attentive and prompt service. Our customer service policy outlines practices and requirements that will fulfill our mission.

Inconsistencies, moodiness, shortness, negative attitudes with customers/team mates will not be tolerated.

- 1- Always smile
- 2- Never express frustration to the customer
- 3- If a customer expresses a concern or complaint about food; offer to prepare the food again to the customer's satisfaction or offer an alternative menu item.
- 4- If a customer expresses a concern or complaint about anything you can't immediately resolve to his or her 100% satisfaction, then let the customer know that you will have the manager to see them right away.

- 5- Always communicate with the customer immediately. If you can't immediately serve them, let the customer know that you will be right with them and that you appreciate their patience.
- 6- Be attentive to customers
 - a. Always offer additional refills or additional items (Club policy dictates one free refill with each fountain drink purchase)
 - b. Make sure the customer has eating utensils and napkins
 - c. Follow up with the customer immediately after food is served to see if food is prepared correctly and that they have all condiments they need.
 - d. Promptly remove plates after completion (ask if they are finished)
 - e. Always observe your customers in passing in case they need your attention
 - f. If their order is delayed, let the customer know when it will be available.
- 7- When the customers leave, immediately clean table and make sure crumbs are off the seats. Pickup anything on the floor and vacuum if necessary.

Daily Procedures

OPENING PROCEDURES

1. All employees park in the back of the lot and clock in using the approved golf operations process
2. Turn on POINT OF SALE system and confirm bank bag and register equals \$300.00. If \$300.00 is not in register report directly to management.
3. Make coffee
4. Make sure all chairs/tables are clean and arranged neatly
5. Prepare garnishments
6. Confirm you have clean towels
7. Set-up complimentary water
8. Turn on TV's. Always have on sports channels (No daytime show or movies).

PROCEDURES THROUGHOUT THE DAY

1. Coffee and Tea – empty pot, make a pot
2. Always make sure chairs remain organized and under the tables
3. Staff should never be idle: identify cleaning chores
4. Keep server area clean
5. Always greet customers promptly and cheerfully
6. All food orders must be entered in the POS system immediately after serving customer
7. Any voided or reversed sales should be accompanied with new receipt, written explanation on back of receipt and initials.

RESTOCKING

Use the **First In First Out (FIFO)** method to rotate product so all product is within the expiration date labeled on the package

1. Restock all drink coolers including: 2 beer coolers and 2 soda coolers
2. Pull any freezer items to the refrigerator as needed
 - There should be one back up of each item at all times including: hot dogs, hamburgers, hot dog and hamburger buns, etc.
 - Items from the freezer that go into the refrigerator should be rotated with the same FIFO method used with refrigerated items

3. Restock any cups and lids needed (soda, coffee, etc.)
4. Refill ice in soda dispenser to ensure syrup stays fresh

FOOD PREPARATION

1. Start Hot Dogs (1hour past first tee time)
 - a. Put out 1 hot dog per every 5 golfers on tee sheet
 - 5 golfers = 1 hot dog
 - 25 golfers = 5 hot dogs
 - 50 golfers = 10 hot dogs
 - 100 golfers = 20 hot dogs
 - b. Start hot dogs on temperature 7 until the internal temperature is 140 degrees (about 40 minutes)
 - To do so, insert thermometer through one end of hot dog until tip is at the middle part of hot dog



- Thermometer should read 140 degrees
 - If hot dog is not at 140 degrees leave temperature on 7 for an extra 10 minutes
 - After the 15 minutes, check a different hot dog with the same process as used in the above illustration
- c. After hot dogs are up to temperature, turn down to 4

2. Start Chili in crockpot on High temperature until chili is 165 degrees Fahrenheit then turn the crockpot down to Warm
3. Take hot dog buns, hamburger buns, white and wheat bread out of refrigerator and put on food preparation table to warm to room temperature
4. Take full condiments out of refrigerator and place neatly on counter
 - a. Surround condiment bin with ice to ensure condiments are between 36 and 41 degrees



5. Refill ice bin in Soda dispenser to ensure syrup stays fresh
6. Fill Water Jug (Fill Jug in the following order for nice presentation)
 - a. 1 large scoop of ice
 - b. Sliced citrus (oranges or lemons)
 - c. 1 large scoop of ice
 - d. Fill water approximately $\frac{3}{4}$ full
7. Check temperature of refrigerators
 - a. Temperature should be between 36 and 41 degrees Fahrenheit
 - b. Write time and temperature into Temp. Log with initials every morning and afternoon to ensure refrigerator is working properly
8. Check temperature of Freezers
 - a. Temperature should be between -10 and 0 degrees Fahrenheit
 - b. Write time and temperature into Temp. Log with initials every morning and afternoon to ensure freezer is working properly

Cleaning

A. Dish Washing

Wash all dishes in the 3 compartment sink to ensure sanitation for our guests

- Fill the left and center sink half full of water at least 140 degrees Fahrenheit
- As you fill left sink, put one pump of dish soap into dish water. This sink is to scrub debris and grime off all dishes.
- Dip dishes in middle sink to rinse off soap suds and debris.
- Fill the right sink half full of water at least 75 degrees Fahrenheit, and then add 9oz. of multi-quat sanitizer. Dip dishes in this sink for 30 seconds to sanitize dishes.
- Place dishes on drain rack to air dry.
- Dishes are now clean and sterile for reuse



- B. Take any unsold hot dogs and put them immediately in a covered bowl / Ziploc bag. Then place them in the refrigerator to cool.
- C. Wipe hot dog warmer rollers with a warm wet rag to get the grease off and to maintain product quality for our guests.
- D. Take grease tray out from underneath rollers and put in the dish sink for cleaning and sanitation.
- E. Clean condiment tray, bottle lids and refill all condiments (including ketchup, mustard, etc.), prep diced onions if needed to make sure the next shift is ready for service.
- F. Prepare any lettuce, tomato and or onions as needed.

- To prepare lettuce, cut off bottom stem and peel off leaflets. Rinse under cold water and dry off with paper towel. This provides clean and fresh lettuce for our guests.
 - To prepare tomatoes and onions, carefully slice into several slices. (about 5 slices per tomatoes).
- G. Clean all counters and tables by wiping with sanitizing spray and towel
- H. Clean soda fountain area by taking the nozzles and placing in hot water, then take the spill tray out to wash in the sink and wipe off all of stainless steel areas so there is no build-up of syrup in which keeps away pests
- I. Clean food preparation area by spraying sanitizer and wiping dry with a towel. This will ensure food does not become contaminated with any bacteria or mold
- J. Restrooms:
- Spray sink with disinfectant spray and wipe dry with a paper towels
 - Squirt toilet cleaner around toilet bowl and scrub with scrub brush
 - Spray toilet seat with disinfectant spray and wipe dry with paper towels
 - Restock paper towels and toilet paper as needed (1 pack of paper towels, 4 rolls of toilet paper)
- K. Take out all trash and place in trash bins outside
- L. Replace trash bags in all trash cans so the next shift is ready for service
- M. Take all used towels and rags to laundry and wash
- N. Sweep and mop all floors

Personal Hygiene

Good personal hygiene practices keep the workers healthy and helps to prevent the spread of disease to food.

What can food employees do to help prevent the spread of disease in a food establishment?

- Comply with reporting requirements and inform manager if you are experiencing vomiting, diarrhea, jaundice, and/or sore throat with fever.
- Keep hands and arms clean.
- Follow proper hand washing procedures.
- Wash hands as required using designated hand washing sinks only.
- Maintain trimmed fingernails. Edges and surfaces should be smooth and cleanable.
- Long hair is to be put up in a pony tail.
- Do not wear jewelry on hands and arms except for a plain ring, like a wedding band.
- Use single-use gloves for one task. If the gloves are damaged or soiled or when interruptions occur in the process, they must be discarded.
- Do not touch Ready To Eat (RTE) foods with bare hands, and minimize bare hand contact with exposed food that is not RTE.
- Do not use a utensil more than once to taste food that is to be served or sold.
- Wear clean uniforms.
- Do not work with exposed food if experiencing persistent sneezing, coughing, or a runny nose or discharge from eyes, nose, or mouth.
- Eat, drink or use any form of tobacco in designated areas to avoid the contamination of exposed food, food equipment, utensils, linen, and unwrapped single-service and single-use items or items that require protection. Drink from a closed beverage container, and handle the container properly to prevent the contamination of their hands and the container, exposed food, or other articles in the food establishment.

HANDWASHING

Handwashing is the most important part of personal hygiene

How Do You Wash Hands? 5 Steps–20 Seconds

1. Wet hands and arms – warm water at least 100f
2. Apply Soap
3. Scrub hands and arms 10-15 seconds
4. Rinse
5. Dry with single use paper towel & then use this dirty towel to turn off faucet & to touch door handles!

When Do You Wash Hands?

- BEFORE BEGINNING WORK
- Before handling any food or food contact surface
- Before handling raw meat, poultry, and seafood

And Then After....

- Using the restroom
- Handling raw meat
- Touching face, body, hair
- Sneezing, coughing, using tissue
- Taking out garbage
- Before handling any food or food contact surface
- Touching clothing or aprons
- Handling money
- Entering the kitchen
- Eating, drinking, smoking, chewing gum -also salivary (or spit) hazard
- Hand sanitizers should be approved for food use (no perfumes or colors)
- Hand sanitizer should only be used AFTER washing hands and never in place of hand washing

Basic Hand Care

- Keep fingernails short and clean
- Do not wear false fingernails (they can fall off)
- Do not wear nail polish (it chips off and can hide dirt)
- Cover wounds on hands or wrist with bandage and then put on glove
- Only jewelry allowed is plain band ring

GLOVES**Single Use Gloves**

- Gloves form a barrier between hands and food and should be worn while working with all Ready-To-Eat (RTE) foods that will not be cooked or further processed.
- Exception to wearing gloves with ready to eat food would be:
- Make sure gloves are approved for food use & fit properly – you may need multiple sizes!
- Do not put on multiple pairs of gloves in “layers” on your hands & do not wash gloves!
- Gloves should always be put on over clean hands....do not use gloves in place of hand washing!

When do you change gloves?

- When they are dirty or torn
- Before beginning a new task
- After interruptions like taking a phone call
- After handling raw meats and before handling ready-to-eat foods

SERVICE STAFF GUIDELINES**When serving food, Servers should:**

- Hold dishes by the bottom – no thumbs in plates!
- Hold glasses by the bottom, handle, middle, or stem – not on the top rim!
- Do not carry stacks of clean glasses – use a rack or tray to keep your hands off food contact areas
- Hold flatware by the handle – no fingers touching the part that goes in the mouth!

- Use ice scoops or tongs! Never use a glass or hands to scoop ice. The glass may chip into the bin and hands are not clean!

Off Site Service

- Transport food correctly to prevent the risk of contamination:
- Make sure delivery vehicles are clean!
- Label food....use by date and time along with instructions on hot/cold holding and reheating
- Make sure the site has proper utilities for cooking, dishwashing, & hand washing
- Store raw meats & ready to eat items in vehicle and on-site the same way you would in your restaurant (watch hierarchy during transport)
- Use insulated food-grade containers to keep hot food hot and cold food cold during transport and on-site.

EMPLOYEE HEALTH / ILLNESSES

- Staff must report illnesses when they come to work
- Make sure employees have signed documents on file that state they will not work while sick and will inform you of illness
- Post copies of policies that remind staff to report illnesses

Staff Illnesses

What do you do when an employee comes into work & they are not well?

IF Employee has sore throat with fever:

Either: Restrict which means stay at work but no working with food or food contact surfaces

Or

Exclude: Go home if you work with high risk populations...if sent home employee must have doctor note before coming back to work

IF Employee has vomiting, diarrhea or Jaundice (from infectious condition):

Exclude: If vomiting & diarrhea, worker can return if he/she has a Dr. note or no symptoms for 24 hours. BUT if jaundice you must call health department & employee has to have Dr. note and health dept. OK before returning to work

IF Employee is vomiting or has diarrhea and is diagnosed with one of the FDA's BIG SIX (Norovirus, Shigella spp., Salmonella (nontyphoidal), E. coli (shiga toxin producing), Hepatitis A, Salmonella Typhi) you must:

Exclude: Up to both health department & doctor when employee can return to work

The Flow of Food

TIME / TEMPERATURE ABUSE

- Most foodborne illness is caused due to time-temperature abuse!
- 41F – 135F = Temperature Danger Zone. Bacteria can grow in this range.
- 70F – 125F = Range where bacteria grow most rapidly!

A. Food is temperature abused when it is:

- Cooked to the wrong temperature
- Held at the wrong temperature
- Cooled or reheated incorrectly

*** If food is held in the danger zone (41f- 135f) for 4 or more hours it must be thrown out! ***

B. Thermometers

1. Bimetallic stemmed thermometer
 - must have calibration nut
 - must have easy to read markings
 - temperature sensing area from tip to dimple
 - not great for thin foods
2. Thermocouples
 - Digital
 - Senses temperature on very tip of probe
 - Good for checking large variety of foods

C. Types:

- -Immersion – for liquids
- -Surface – for flat surfaces like grills
- -Penetration – for internal food temps – also called needle probes
- -Air – inside coolers and ovens
- -Maximum registering – for hot water sanitizing dish machines
- -Laser – food or equipment surfaces – NOT INTERNAL food temps!

D. Thermometer Guidelines

- Must be washed/rinsed/sanitized before and after use and put away
- Must be calibrated – should be done before each shift – ice/water bath is easiest way
- Must be accurate to +/- 2 F
- Make sure you insert probe into thickest part of food to check internal temps!

Preparation, Thawing, Cooking, Cooling and Reheating

PREPARATION

All equipment & utensils must be clean and sanitized

- Only take what you need out of the refrigerator – do not remove bulk or large quantities of foods to do small orders – this prevents time/temperature abuse!

You must throw out food if it:

- Is contaminate by hands or bodily fluids
- Was handled by a restricted or excluded employee
- Has exceeded time and /or temperature requirements

Prepping Produce Items:

- Make sure cut tomatoes, cut melons and cut leafy greens are held below 41f
- Wash produce carefully before using – this is the 1st step to prepping any produce item
- If you soak produce in water, do not mix different items or different batches
- Do not allow produce items to touch surfaces that were exposed to raw meats or seafood

Prepping Other Foods

- Consider using pasteurized eggs in dishes that may not be fully cooked (like Caesar dressing, hollandaise sauce, etc.)
- Do not “pool” large number of eggs together – one contaminated egg = all eggs in bowl contaminated!
- Leftover TCS foods like potatoes, chicken, pasta, etc. can only be used if they have been cooked, cooled & stored correctly at 41f for no more than 7 days
- Do not use ice as an ingredient if it was used to keep food cold
- Do not transport or store ice in containers that have held raw meats, seafood, or chemicals
- Do not use a glass or hands to scoop ice!

THAWING

- Freezing does not destroy pathogens – they just “freeze” in place – once thawed they continue multiplying.
- NEVER thaw at room temperature!

You can safely thaw in one of the 4 following ways:

1. In a cooler so that the food never goes above 41f
2. In a microwave – but you must immediately cook the food
3. As part of the cooking process (ex. Freezer to fryer)
4. Under flowing water that is less than 70f but you cannot let the food temperature go over 41f for longer than 4 hours!

COOKING

Cooking makes food safe by reducing the number of pathogens (mainly bacteria) & parasites

- Microwave cooking is very uneven so make sure to rotate and cover food. Allow food to sit for 2 minutes and check temperatures in at least 2 places.

- Partially Cooking (Par Cooking) – must not cook food longer than 60 minutes during initial preparation. Food must be properly cooled & refrigerated or frozen until ready to re-heat to final cooking temperature recommended for the food
- Ready to Eat Foods (RTE) are foods that can be eaten without any further preparation, washing, or cooking (you must wear gloves with these foods) including:
 - Deli meats
 - Some dairy like cheeses
 - Already cooked foods
 - Washed fruit and veggies

Cooking Temperatures

- The cooking requirements and minimum internal temperature of specific types of food are set up how you would store each item in a cooler:
 - 135 degrees (held for 15 seconds) - Top Shelves:
 - ♦ Ready to Eat Foods, grains, and beans that will be hot held for service
 - 145 degrees (held for 4 minutes) – 2nd Shelf:
 - ♦ Whole cuts of meat like steaks, chops, roasts, etc.
 - 145 degrees (held for 15 seconds) – 3rd Shelf:
 - ♦ Eggs, seafood including fish, shellfish, and crustaceans, cut steaks/chops of pork, beef, veal, and lamb
 - 155 degrees (held for 15 seconds) – 4th Shelf:
 - ♦ Ground meat: including beef, pork, seafood, and other meat
 - ♦ Injected meat: including brined ham and flavor-injected roasts
 - ♦ Shell eggs being hot-held for service
 - 165 degrees (held for 15 seconds) – Bottom Shelf:
 - ♦ Poultry: including whole or ground chicken, turkey, or duck
 - ♦ Stuffing made with fish, meat
 - ♦ Stuffed meat, seafood, poultry, or pasta
 - ♦ Dishes that include TCS (Temperature Controlled for Safety) ingredients
 - ♦ Raw ingredients should be cooked to their minimum internal temperatures

COOLING FOOD

- You have 6 hours total to cool food from 135f to 41f
- Cooling food is a 2 stage process:

Stage 1: You have 2 hours to bring food from 135f to 70f	Stage 2: You have an additional 4 hours to bring food from 70f to 41f
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- If you do not reach 70F within the first 2 hours you can re-heat to 165f and start the process over
- If you reach 70 in less than 2 hours, you can add the “extra” time to the remaining 4
- If you do not reach 41f within 6 hours you must throw the food away!

Food Cooling Tips:

- Reduce the size of large items –ex. Divide large pots into smaller containers
- Use stainless steel for cooling –metal conducts heat away from food; plastic holds heat in

- Do not place large amounts of hot food into cooler –it can raise your cooler temperature endangering other foods in it

You can then cool using:

- Ice bath or ice as an ingredient
- Ice paddle
- Blast chiller

REHEATING

The food is now cold in the cooler and you are ready to reheat and eat.

- If you are eating the food immediately you can heat it to any temperature. You can eat the food cold if it was properly cooled! (Do you like cold pizza?)
- If you are going to hold the food hot (like on a buffet) you must reheat the food to 165f. You have 2 hours to get this done from start to finish.

Holding Foods for Service

- If you are holding foods on a buffet or self service area....keep hot foods hot above 135f (prevents bacteria) and keep cold foods cold below 41 (helps prevent Staphylococcus aureus)
- Use a thermometer to check foods frequently – at least every 4 hours (or 2 if you want to make corrective action)
- Corrective action can ONLY happen at the 2 hour mark, after the 2 hour mark, food must be thrown away if in temperature danger zone longer than 4 hours.
- Do not use hot holding equipment to heat foods – you should reheat in an oven or other piece of cooking equipment and then put on or in the holding unit

Guest Servicing Guidelines

- No bare hand contact with ready to eat foods that are ready for service! Use gloves, tongs, spatulas, etc.
- Utensils and equipment that is in constant use for long periods of time must be washed/rinsed/sanitized every 4 hours
- Store in-use utensils in the food with the handle up or you can store scoops, etc. in running water or in a container of water hotter than 135f
- Remove any excess silverware from tables when customers are seated – even if wrapped
- Do not re-serve foods
- Only pre-packaged unopened foods may be re-served (ex. Condiment packets and crackers)

Purchasing & Receiving

APPROVED SUPPLIER - Has been inspected and meets all applicable local, state, and federal laws

RECEIVING

Operators must plan their delivery schedules so products can be handled promptly and correctly. Employees assigned to receive deliveries should be trained to inspect food properly as well as to distinguish between products that are acceptable and those that are not. Packaging should be clean and undamaged, use-by-dates current, and show no signs of mishandling.

PRODUCTS MUST BE **DELIVERED AT THE PROPER TEMPERATURES.**

- Cold TCS Foods - 41F or Lower
- Live Shellfish and Shell Eggs - 45F or Lower
- Hot TCS Foods - 135F or higher
- Frozen - Frozen Solid with no Fluid Stains or Large Ice Crystals

FIRST IN FIRST OUT (FIFO) stock rotation should be followed. Store items with earlier use by dates in front, and use them first.

LABELING AND DATE MARKING

TCS FOODS PREPARED ON SITE must be labeled:

- name of the food
- date it should be sold, consumed or discarded by

It can be stored a maximum of SEVEN DAYS at 41F or lower before it must be discarded.

THROW OUT ALL FOOD THAT HAS PASSED THE MANUFACTURERS EXPIRATION DATE.

STORING FOODS

Items should be stored in original packaging. If removed from its original packaging, wrap in clean moisture-proof material, or place it in a clean sanitized container with tight fitting lid.

- Store items away from walls and at least six inches (15 centimeters) off the floor
- Store cold food cold (41°F or lower), hot food hot (135°F or higher), frozen foods frozen
- Make sure cold and hot holding units have thermometers. In coolers thermometer should be in warmest part of cooler (near door seal) and in warmers it should be in the coolest area (again – near door seal)
- Do not overload coolers or freezers
- Use open shelving – do not line with foil, cardboard, sheet pans, etc. which restrict air flow
- Monitor the temperature of the FOOD it should be less than 41°F
- Practice FIFO (First In First Out - with earlier expiration dates in front of older)
- Use only containers made for food! They must be leak-proof, durable and able to be sealed or covered.
- Any food left over from a Special Event must be disposed of immediately after the event.

Storage in coolers:

- Wrap or cover all foods

- Store all foods more than 6" from floor & away from walls
- Store raw meats separately from Ready To Eat (RTE) foods if possible
 - If you must store raw meats and RTE together, then do so in this order:
 1. Top Shelves: Ready to eat foods (produce, dairy, already cooked food, etc.)
 2. 2nd shelf: Seafood and Shell Eggs (whole or fillets, shellfish, crustaceans, etc.)
 3. 3rd shelf: Whole cuts of beef and pork (steaks, chops, roasts, etc.)
 4. 4th shelf: Ground Meat and Fish (hamburger meat, ground shrimp or tuna, etc.)
 5. Bottom: Whole or ground poultry – anything with feathers (turkey, chicken, duck, etc. including turkey burger!)

Never store food in:

- Empty chemical containers
- Restrooms or garbage rooms
- Mechanical rooms
- Under sewer lines or leaking water lines
- Under stairwells

Safety, Cleaning & Pest Management

SAFETY

Storing equipment

- All equipment should be stored at least 6" off of floor and away from walls (just like food)
- Glasses and cups should be stored upside down
- Flatware and utensils should be stored handles up
- Make sure to clean and sanitize trays and carts
- Store cleaning tools & supplies away from food areas
- Hang mops/brooms & other tools when possible

Flooring should be strong, durable and easy to clean. It should also be non-absorbent, resist wear and help prevent slips especially in walk-ins, food prep areas, dishwashing areas, restrooms and others areas subject to moisture or spray cleaning. Carpeting is not recommended in high- soil areas but is popular in dining rooms because it absorbs sounds. Floors, walls and ceilings should be smooth and durable materials regularly maintained with coving present at floor/wall junction

- **COVING** is a curved, sealed edge placed between the floor and the wall and is used to eliminate sharp corners or gaps or cracks between the floor and the wall that would make it impossible to clean.

Food Service Grade Equipment is important to purchase equipment that has been designed with sanitation in mind and acceptable for use in a restaurant such as NSF International and Underwriters Laboratories (UL). Equipment must be made for food service – smooth, durable, easy to clean, resistant to damage or corrosion

Stationary Equipment must be mounted on legs at least six inches off the floor, or it must be sealed to a masonry base. Stationary tabletop equipment should be mounted on legs with a clearance of four inches between the tabletop and the equipment or it should be sealed to the tabletop.

3-Compartment Sink Basins should be large enough to wash your largest equipment and utensils.

Hand Washing Stations

- Hot & cold drinkable running water, hot water at least 100°.
- Soap – liquid, bar or powder are all OK
- Disposable paper towel (no common cloth towels) Air dryer OK too.
- Garbage container to throw away paper towel
- Signage that indicates hand sink only – must be in languages used by all staff!
- Must have one located in food prep area!

Dishwashing Machines

Follow manufacturer's guidelines and make sure your machine is clean and in good working condition. Check the temperature and pressure of wash and rinse cycles daily. Information should be posted on the machine regarding proper water temperature, conveyor speed, water pressure and chemical concentration.

High-Temperature Machines

- Final sanitizing rinse must be at least 180°F (82°C)
- 165°F (74°C) for stationary rack, single-temperature machines

Chemical-Sanitizing Machines

- Clean and sanitize at much lower temperatures
- Follow the temperature guidelines provided by the manufacturer

Water and Plumbing

- Only use drinkable water to prepare foods or work with food contact surfaces
- Cross connection – physical link between safe and unsafe water (ex. hose laying in mop bucket)
- Backflow – reverse flow of unclean water back into the clean water supply
- Prevent backflow by preventing cross connections – use mechanical device called vacuum breaker or make sure there is an air gap (In-line devices present in fountain soda machines to prevent carbonated water which is acidic from backflowing into copper water lines)

Lighting/Ventilation/Garbage

- Lighting measured in units called foot-candles or lux.....brightest area in restaurant = prep area
- All lights should be shielded or have protective covers
- Ventilation should be cleaned – if not grease and condensation can build up on walls and ceilings
- Remove garbage quickly to prevent pests & odors. Indoor containers should be leak proof, water proof & pest proof.
- Clean inside and outside of garbage containers but NOT near food prep or storage areas & do not dump water into any sink except for can wash/mop sink/floor drain
- Outdoor garbage containers (dumpsters) should be on nonabsorbent surface, have good fitting lids, covered at all times, drain plug in place (if present)

Emergencies

Emergencies or crises arise that can affect food safety.

Some are considered to be Imminent Health hazards and can lead to Immediate Closure Items by Health Department Including:

- Fire
- Flooding
- Sewage Backup

Power outage can also be hazardous especially if long-term because you cannot control refrigeration temperatures and food can become hazardous!

CLEANERS AND SANITIZERS

- Cleaners remove food and dirt from surfaces
- Cleaners must be safe and non-corrosive
- Sanitizers reduce pathogens once the food and dirt are gone
- Sanitizing uses either heat (hot water) or chemicals to kill pathogens

Chemical Sanitizing

- Use a test kit to make sure the sanitizer concentration is accurate...use it often! (dirty water will cause it to become weak!)
- Keep wiping cloths in the sanitizer in the bucket – do not allow outside of sanitizer solution!
- Water temperature, pH (acidity of water), and hardness (how much dissolved minerals in water) can all affect how well a sanitizer works

3 main sanitizers are:

1. Chlorine – 50-100 ppm concentration, 7 second contact time, 75-100 water temp
2. Quats – (Multiquat, etc.) concentration varies based on formula, 30 second contact time, 75 water temp
3. Iodine – 12.5 – 25 ppm concentration, 30 second contact time, 68 water temp

How to clean and sanitize:

5 Step process:

1. Scrape (soak, pre-rinse, etc.)
2. Wash (hot soapy water)
3. Rinse (standing or running water OK)
4. Sanitize (either chemical or heat)
5. Air Dry

For stationary equipment, same 5 steps EXCEPT FIRST:

- Unplug the item
- Take off any removable parts (blade guards, etc.) & clean by hand or in dish machine

When to Clean and Sanitize

- Before being used or if switching types of foods being used
- After they are used
- Any time preparation is interrupted and surfaces may be contaminated
- After 4 hours of continual use

How to Clean and Sanitize in 3-compartment sink:

- Make sure 1st compartment is filled with 110 degree hot water and detergent

- 2nd compartment with clean water for rinsing
- 3rd compartment with either:
 - chemical sanitizer at proper concentration
 - or - hot water at least 171f (ouch!) to hot water sanitize
- Air dry items upside down if possible so they will drain – do not rinse after sanitizing and do not dry with towel or cloth!

Dishwashing Machines

- All dish machines should have settings posted including pressure requirements.
- High pressure water from jets or nozzles inside the machine cleans dirt/grease from surfaces before sanitizing.
- These jets & nozzles can clog and not spray properly.
- If pressure is not correct (too low or too high) the surfaces do not get clean.

Dish machines can be either:

- Chemical sanitizing – water temperature lower (around 120f wash) and usually use chlorine at 50-100ppm in final rinse
- Hot water sanitizing – final rinse water temperature is around 180f to kill pathogens (or if stationary rack single temp machine is 165f).
- Machine must have built in thermometer to monitor but you may use maximum registering thermometer or temperature sensitive strips to check the final rinse temp.

Foodservice Chemicals

- Store chemicals in original containers away from food or food areas
- Do not store chemicals in empty food containers
- If you mix or transfer to another container, LABEL IT!
- Follow all instructions on disposal
- Keep a MSDS (Material Safety Data Sheet) on hand for every chemical. These are required by OSHA (Occupational Safety and Health Administration). They provide lots of info on safe use, first aid, hazardous ingredients, etc. They are Free.

Cleaning up after people who get sick

Vomit and diarrhea are both likely to contain Norovirus and must be cleaned up carefully and immediately!

It is not a good idea to use the same mops, brooms, towels, etc. that you use in your kitchen or dining areas to clean up these messes – remember how contagious Norovirus is and your kitchen sanitizer may not be strong enough to kill it!

NEVER NEVER NEVER clean mops, brushes, or cleaning tools or dump mop water or trash can water into hand sinks, food prep sinks, or 3-compartment sinks (or into toilets or urinals)

PEST PREVENTION

3 rules to keep operation pest free:

1. Deny pest access to operation – check your deliveries, make sure screens & door sweeps are in place, fill cracks in walls/floors, seal around pipework, install air curtains

2. Deny pest food, water, shelter – keep the operation clean! No standing water or food debris. Throw out garbage quickly and put recyclables into proper containers. Keep food & supplies off of floor & away from walls.
3. Work with licensed pest control operator
 - Look for feces, nesting material, damage or chewing on food items to determine if you have pest issues
 - Do not apply pesticides yourself! Contact a pest control operator for the job.

Reporting Incidents/Accidents

If injury, incident or accident occurs, the golfer should notify the golf shop staff who must file an incident/accident report. If an incident involves a golfer and the golfer's privileges of golf play is terminated, an incident report must be completed. In the event someone is removed from a course for any reason, an incident report will be filed by the Golf Operation Director or General Manager. If any illegal action is found to occur, the Police Department shall be notified immediately. (Please see incident report)

- Statement of Admission
 1. In the event of an incident, accident, injury or property damage, the employee's first duty is to care for the immediate needs at the scene. Next, the proper authorities should be contacted and your immediate supervisor should be notified.
 2. At no time should the employee admit fault, liability, or cause of the event. The employee should not state that Edgewater / Stonebridge / Larkin will pay for damages/bills, and the employee should not discuss the event with anyone but his/her supervisor.
 3. The employee should take statements from all witnesses, and at the very least get their names and phone numbers. The employee should refer the other party to their supervisor, or the General Manager/Golf Professional. The General Manager/Golf Professional will conduct an investigation of the event. The involved parties will be contacted and they will be apprised of the available options.
 4. No one other than Golf Operations Directors, with the approval of the Board of Directors, can talk to the media at anytime.

Safety

- Emergency help can be reached by dialing 911.
 - First Aid should only be administered if certified or trained in first aid.
 - Be aware of the locations of the fire extinguishers and first aid kits.
 - Floor and exit doors should be kept clear at all times.
 - Accident Forms must be filled out for all accidents/illnesses, or when first aid is rendered to patrons within 24 hours of any significant event.
 - General Manager/Golf Professional should be contacted immediately if any patron is significantly injured.
 - Incident Reports must be completed within 24 hours of any significant event.
- Examples of events that should be reported are:
- a. Breach of security

- b. Property damage
 - c. Vandalism
 - d. Theft of personal property
 - e. Altercations between staff, staff/patron or patron/patron
 - f. Whenever the police are contacted
 - g. Patron violation of policy procedure
- The safety of each employee is a matter of concern. Equipment, work facilities and work procedures have been designed, installed and developed for the safety and health of each employee. All employees are expected to conduct themselves in such a way as to provide for the maximum safety for themselves and other employees.
- If an employee believes a condition is unhealthy or unsafe, they should report it immediately to their supervisor. Every injury or illness of an employee which effects their ability to do their job or health and safety of other employees should be promptly reported to their immediate a supervisor. Work related injuries must be promptly reported to the General Manager/ Golf Professional. First-Aid facilities for care of minor injuries are available. Prompt arrangements for medical and hospital care of serious injuries are made as necessary.
- Fire Emergency Plan – Clubhouse
 - 1. Fire emergency or presence of smoke is confirmed.
 - 2. Fire cannot be controlled with fire extinguishes
 - 3. Evacuate the building to the fire hydrant across the street.
 - 4. Call 911
 - 5. Supervisor head count of staff.
- Lifting & Material Handling
 - 1. Sometimes it may be necessary to move moderate to heavy objects. Lifting improperly is the largest single cause of back pain and injury. Employees should always seek assistance when lifting weights that are too heavy for them.
 - 2. To avoid injury it is important to follow proper lifting procedures. Decide how you'll lift, carry and put down BEFORE you pick anything up.
 - 3. Size up the load before you try to lift it:
 - Lift an edge of the object to get an idea of it's weight
 - Make sure the weight is stable and distributed evenly
 - Check that there is nothing sharp or abrasive sticking out
 - Break down the load into smaller parts if you can. Use mechanical equipment if available.
 - 4. Lift Safely – bend your knees – not your back
 - Position your feet close to the load
 - Center yourself over the load
 - Bend your knees
 - Grip firmly (with hands, not just your fingers)
 - Bring the load close to your body, for more power and less strain
 - Straighten your legs to lift straight up, smoothly. Let your legs do the work
 - Make sure you can see where you are going: have a clear path. Move slowly with small steps.
 - Don't twist your body. Twisting is a major cause of injury

- Set the load down properly – bend your knees and let your legs, not your back – do the work
- Lower the load slowly
- Golf Safety
 - a. Players should ensure that no one is standing close by or in a position to be hit by the club, the ball or any stones, pebbles, twigs or the like when they make a stroke or practice swing. Always be mindful of your surroundings when swinging a club, it is as simple as that.

Lost And Found

When an item is left behind at the clubhouse, these items are to be brought to the golf shop. All items must be turned in; anyone who does not return found items is subject to disciplinary action up to and including termination. Items of value (watches, cell phones, money), should be given directly to a supervisor on duty. These items will be placed in secure location.

PROCEDURE:

- If someone comes in looking for an item, please see the inventory list on excel file.
- If Item has not been returned add person's information on the Lost Tab
- If item has been returned, retrieve item, and add person's name and date in found column.
- Lost items will be held for 60 days and then donated to local First Tee Program.
- No items found should be given, sold or taken. Items found in employees possession will be considered stolen and could be grounds for termination of employment.

Answering the Phone

The telephone should be answered in 2 rings or less. Never put a call on hold without first asking if you may put them on hold and never sound like you are frustrated that they called or that you are too busy to talk. We want the phone to ring. Remember to relax and answer the phone with energy and excitement.

- Use prepared standardized greeting. Some individuality to your greeting is acceptable, it should still include 4 basic ingredients: The greeting, introduction, club representing and asking how to help. An example would be, "Thank you for calling _____ Golf Club, John speaking, how may I help you?"
- When you answer the call, be aware of your tone of voice and the speed of your words. Try to maintain a cheerful tone of voice, even if you aren't feeling particularly positive. Smiling will help, even though the caller can't see you. A smile changes the shape of the mouth, altering your inflection and tone in ways that can be heard.
- Answering calls too quickly might fluster some callers, but most callers tend to hang up after three or four rings.
- Before taking calls, you should become familiar with the functions of your telephone system. Familiarize yourself with how to put callers on hold (without accidentally disconnecting the caller) and how to transfer a call to another extension.
- Should you need to take a message, be ready to take down notes. Always ask the caller's name and who their message is for. If the caller needs to be reached in the future, ask for a return phone number. Record the message in its entirety, and pass it along to the recipient promptly.
- When returning calls, the response should occur as soon as possible between 9am and 8pm.

- Always try to end calls on a positive note. Assure callers that you are giving them your best effort by reviewing the actions you have and will take (i.e. we have you set for an 8:30am tee time on December 24th for 3 players). Always ask if there is anything else you can assist them with, and thank them for calling.

Employees

CODE OF CONDUCT

- Once on the clock you are expected to work.
- NO cell phone usage while waiting on customers EVER
- Cell phones must be kept on SILENT OR VIBRATE at all times. Cell phones may only be used during breaks.
- NO internet usage on pro shop or snack shop computers
These computers are to be used solely for "GolfNow Reservations"
- NO going out and riding the course
- Use of Alcohol or Drugs will NOT be tolerated!
Anyone found to be under the influence of alcohol or any other controlled substance while on the clock will be immediately terminated.
- Only one person at a time may take a smoke break
- FIRST find someone to cover your station so that you may take a break
- NO playing golf on the clock
- There will be NO congregating in the clubhouse while on or off the clock
- THERE WILL BE NO LOITERING ON EDGEWATER / STONEBRIDGE / LARKIN PROPERTY BEFORE OR AFTER YOUR SCHEDULED SHIFT
- Days off must be requested by writing them down in the scheduling binder at least TWO weeks in advance
- Days off will be given in the order that they are requested and requests are not guaranteed
- If the schedule has already been written, it is YOUR responsibility to find someone to cover your shift, and you MUST receive approval from management
- A single no-call, no-show is grounds for immediate termination
- You are expected to arrive to work ON TIME
Arriving more than 10 minutes after the start of your scheduled shift is grounds for disciplinary action, up to and including termination

SEXUAL HARASSMENT

Harassment

Sexual Harassment is any unwelcomed sexual advances or request for sexual favors, when submission to or rejection of those advances is a term or condition of employment, or any conduct of a sexual nature or sexual focus which interferes with an individuals work performance or creates an intimidating, offensive or hostile work environment.

"Sexual Harassment is illegal and prohibited by Title VII of the Federal Civil Rights Act of 1964 and the Illinois Human Rights Act"

It is the policy of Edgewater / Stonebridge / Larkin that all of its employees are entitled to be treated with dignity and respect. Personal harassment of any Edgewater / Stonebridge / Larkin employee will not be tolerated.

Employees and supervisors of the Edgewater / Stonebridge / Larkin are expected to follow these policies to insure all fellow employees are working in an environment free of verbal or physical harassment. Harassment includes, but is not limited to: sexual advances, use of obscene or objectionable language, name calling, or any other action considered offensive, based on race, religion, national origin, handicap or sex of employee.

Sexual harassment may include:

1. Making comments about a person's clothing, body, or personal life
2. Addressing an individual with a nick name or term of endearment not of that individual's choosing
3. Subtle pressure for sexual activities accompanied by implied or open threats
4. Touching, hugging, patting, pinching or kissing
5. Repeated, unwanted overtures of a sexual nature
6. Leering at a person's body
7. Displaying sexually explicit or offensive pictures or materials
8. When the employee must submit to such conduct in order to keep their job
9. When submission to, or rejection of such conduct is used as a basis for employment or promotions.

The assumption that our behavior is acceptable to everyone with whom we come in contact can create a difficult situation for everyone involved. Whether harassment is intended or not, you may be appropriately accused of harassment if your behavior is unacceptable to another individual. Be aware of how people respond to what you do and say. If an individual objects to your behavior towards them, listen to, and heed their objections. What is acceptable behavior to some people is not always acceptable to others.

DISCIPLINE PROCEDURES

1. First Offence: verbal warning – management will review concern and review policy. A note of this review will be placed in the employees file.
2. Second Offence : written warning – management will document details, review policy and place signed copy of warning in the employees file
3. Subsequent Offences : disciplinary action up to and including termination

The progressive disciplinary policy outlines our general procedures for infractions. Based on the severity of the infraction, management may skip any step in the progressive disciplinary policy at any time.

SCHEDULES / CHANGES / CALL-INS

Schedules are posted on-line on our web-site. You can access our Employee Web Site by supplying your email address and a password to your manager. There is a variety of information for employee access. Schedules are also posted in your work areas. Paper copies will be available if requested. Please do not call and ask for your schedule.

- a. Changes: After schedules are posted, changes may be made with a manager's approval. The master schedule in the Food & Beverage office must be changed and initialed by a manager. If a change will put an employee into overtime, it may not be approved.
- b. Call –INS: It is our policy that if you cannot make it in for your shift, you must try and get your shift covered. It is not acceptable to leave e-mails, voice mails or having other people call in for you: you must speak with a manager directly.

PAY PERIODS / TIMECARDS / ADJUSTMENTS / CLAIMING TIPS

Pay Days are the 1st and 15th of each month.

- a. You are responsible for punching in and out with your date specific time card. No one is allowed to punch your card for you; this can result in disciplinary action up to and including termination.
- b. You must be ready to work when you punch in (in complete uniform). You are not allowed to punch in early unless approved by your manager.
- c. If you had an error in either punching in or out, contact your manager. Also if you are claiming tips, you must record them on the payroll adjustment sheet no later than the Sunday after the end of the pay period.

DRUG FREE WORKPLACE POLICY

It is the policy of the District to provide a safe, productive, and drug free work environment. The following rules represents the EWGC / SGC / LGC policy concerning substance abuse:

- a. All employees are prohibited from being under the influence of alcohol or illegal drugs during working hours.
- b. The use, sale, possession, transfer or purchase of illegal drugs or any controlled substance on EWGC / SGC / LGC property or while performing EWGC / SGC / LGC business is strictly prohibited and is cause for disciplinary action up to and including termination. Such actions will be reported to the appropriate law enforcement officials.
- c. Any employee who commits an unlawful act on or off EWGC / SGC / LGC premises except after working hours and then only in connection with District authorized events.
- d. No alcoholic beverages will be brought in or consumed on EWGC / SGC / LGC premises except after working hours, and then only in connection with EWGC / SGC / LGC authorized events.
- e. No prescription drug will be brought on EWGC / SGC / LGC premises by any person other than the one for whom it is prescribed. Such drugs will be used only in the manner, combination and quantity prescribed. Your supervisor must be notified of any prescription issued which required you to have the medication on the premises or to use such prescribed drug, before it is actually brought on property of EWGC / SGC / LGC.
- f. For the purpose of these rules, an alcoholic beverage is any beverage that may be legally sold and consumed.
- g. Drug means any substance other than alcohol capable of altering an individual's mood, perception pain level or judgment. A prescribed drug is any substance prescribed for an individual's consumption by a licensed medical practitioner. Any illegal drug is any drug or controlled substance the sale or consumption of which is illegal.

A. Smoking Policy

Smoking or use of tobacco products by employees is prohibited in EWGC / SGC / LGC's building, facility, equipment or vehicle, or while working directly with the public. Any staff wishing to smoke or use tobacco products may only do so during times and areas designated by their supervisor. Smoking is always prohibited in areas containing combustible materials.

Proactively concerned for the health of our customers and employee, EWGC / SGC / LGC adopts Illinois' Public Act 095-0017 which prohibits smoking in public places, places of our of employment, governmental vehicles or smoking within 15 feet from entrances, exits, windows that open. Patrons may smoke on the golf course.

EMPLOYEE DRESS CODE

Employees are held to a higher level of professionalism than our customers. We lead by example and represent the spirit of the game and its heritage.

Uniforms/Appearance (On Duty):

- Staff Shirts must be worn during shift
- One shirt is provided to you at no cost. Additional shirts are available for purchase at \$15 each
- Name Tags visible
- Khaki shorts or Pants
- Belt
- Sneakers or appropriate closed toe shoes
- Uniform must be wrinkle free and clean
- Facial hair is acceptable if neatly groomed

During adverse weather conditions, exception to dress code are made for the comfort and safety of the outside service staff. There are no exceptions for inside service staff.

Uniforms/Appearance (Off Duty):

- No staff uniforms are allowed to be worn to play
- Staff must abide by all applicable dress codes

Staff members may utilize practice facility (Range/Short Game/Putting Green) in uniform. No staff member is allowed to practice or play while on the clock or working. Appropriate attire is as follows:

- Polo shirts
- Khaki, black, grey or navy shorts or long pants
- Males – shirts tucked in and belts at all times
- No open toed shoes, denim, short shorts, sweatpants or gym shorts
- Rule of thumb on shorts - no shorter than fingertip length

Remember, at all times we are striving to provide the best possible experience for all of our golfer.

PLAYING PRIVILEGES

- Employees and their immediate family members' Green Fees and Cart Fees are complimentary.
 - Immediate family = spouse, parents, siblings and children.
- Non-management employees are permitted to bring up to 3 guests at a discounted rate of the applicable cart fee. Any additional guests are required to pay full rate.
- Management employees are permitted to bring up to 3 complimentary guests.
- ALL employees and guests must check-in at the Pro Shop before using the facilities.
- It is strongly recommended that employees reserve a tee time.
 - Anyone wishing to play without a tee time will be required to wait until the next available tee time to begin play.
- All play will begin on Hole #1, unless given express permission by the Golf Shop.
- Employees are required to obey all course rules, including abiding by the dress code.
- Employees MUST conduct themselves in a professional manner, at all times, when on the golf course.
 - Please be respectful of others and remember you are playing for free.
 - There will be NO hitting into other groups, and paying customers are not required, nor expected to allow you to play through.
- Illegal behavior, including underage consumption of alcohol, use of illegal drugs or other controlled substances, etc. will NOT be tolerated at any time.
- Any employee, and/or their guests, that violates golf course rules will be removed from the golf course and their playing privileges may be suspended. Violation of course rules may result in further disciplinary action, up to and including termination, depending on the severity of the situation.
- Employees are not to be the last cart out. Please keep in mind that your coworkers have already worked all day. They should not have to wait on you to be able to leave.
***Please keep in mind that employees are responsible for their guests. Choose your guests wisely, as any misconduct on their part may negatively affect your employment. ***

FOOD & BEVERAGE DISCOUNT

- Employees may purchase food and bottled drinks at cost plus 10%. Employees may purchase fountain drinks at a 50% discount with one free refill.
 - All food and beverages must be paid for. Failure to pay will result in immediate termination.

Forfeiture of Discounts

- The above discounts are given as a *privilege* and not as a right of employment. These discounts may be suspended or forfeited, on the discretion of management, at any time, or as the result of being placed on probation.

Snack Shack Register Close

1. Enter Tips
2. Perform Cash Close
3. Run Final Variance Report with Closed amounts

1. Enter all tips into shopping cart for each receipt.

The screenshot shows the 'Shopping Cart' application window. On the left, a list of receipts is displayed with columns for Course Name, Time, 1st Customer, and 2nd Customer. One receipt is highlighted in red. On the right, a detailed view of the selected receipt (Invoice # 148175) is shown, including columns for Invoice #, Time, Amount, and Tip. The 'Tip' column for the selected receipt is highlighted in red. A red circle is drawn around the 'Tip' column header, and a red arrow points from the circle to the 'Tip' column header in the detailed view.

A. In the Shopping Cart, click on *Reprint / Tips*

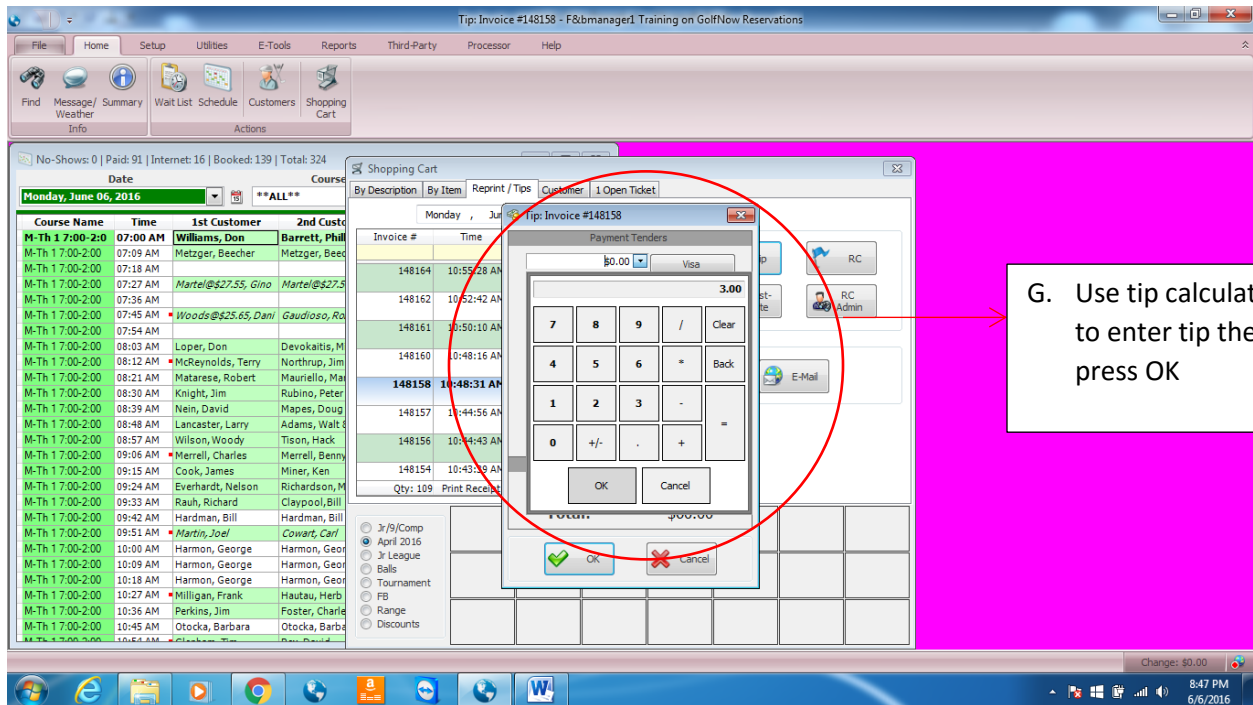
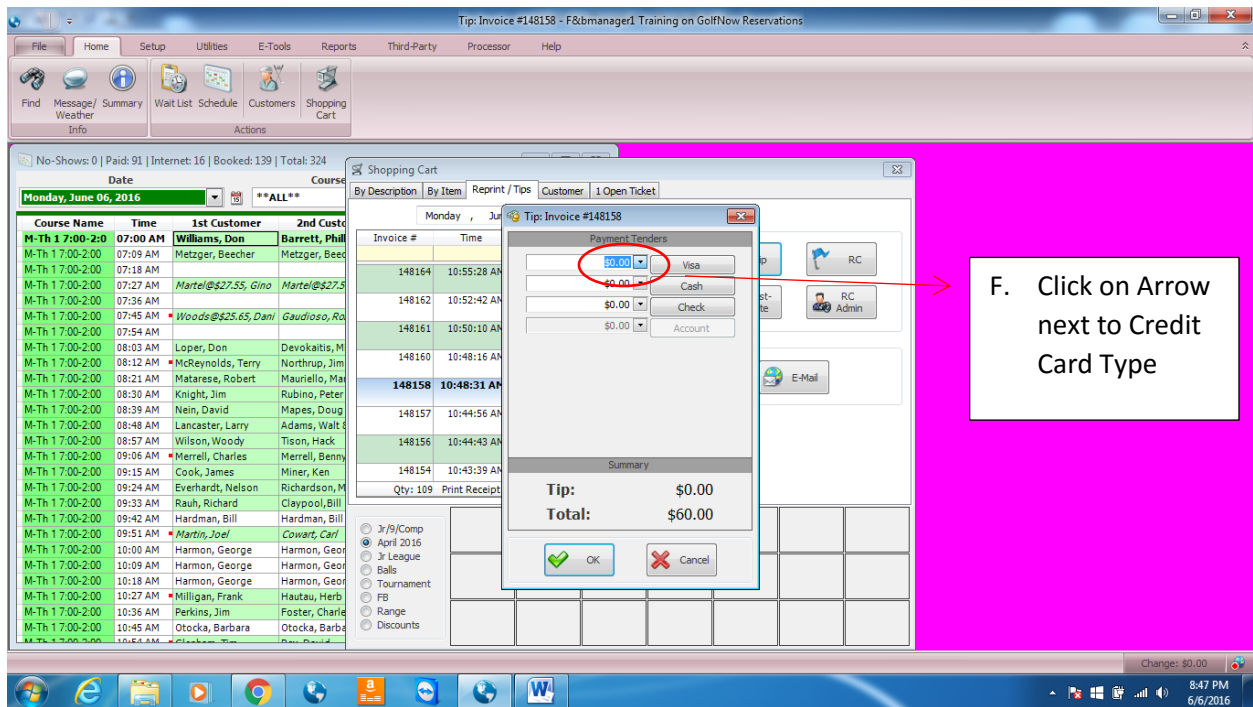
B. Find invoice number on top of the printed receipt.

C. Match the invoice number on top of the printed receipt with the invoice number in

The screenshot shows the 'Shopping Cart' application window. On the left, a list of receipts is displayed with columns for Course Name, Time, 1st Customer, and 2nd Customer. One receipt is highlighted in red. On the right, a detailed view of the selected receipt (Invoice # 148175) is shown, including columns for Invoice #, Time, Amount, and Tip. The 'Tip' column for the selected receipt is highlighted in red. A red circle is drawn around the 'Tip' column header, and a red arrow points from the circle to the 'Tip' column header in the detailed view.

D. Highlight Tip Box

E. Click Tip Button



Tip: Invoice #148158 - F&Bmanager1 Training on GolfNow Reservations

File Home Setup Utilities E-Tools Reports Third-Party Processor Help

Find Message/Summary Wait List Schedule Customers Shopping Cart

No-Shows: 0 | Paid: 91 | Internet: 16 | Booked: 139 | Total: 324

Monday, June 06, 2016

Course Name Time 1st Customer 2nd Customer

M-Th 1 7:00-2:00 07:00 AM Williams, Don Barrett, Phil

M-Th 1 7:00-2:00 07:09 AM Metzger, Beecher Metzger, Beecher

M-Th 1 7:00-2:00 07:18 AM Metzger, Beecher Metzger, Beecher

M-Th 1 7:00-2:00 07:27 AM Martel@27.55, Gino Martel@27.55

M-Th 1 7:00-2:00 07:36 AM Martel@27.55, Gino Martel@27.55

M-Th 1 7:00-2:00 07:45 AM Woods@25.65, Dani Gaudioso, Robert

M-Th 1 7:00-2:00 07:54 AM Woods@25.65, Dani Gaudioso, Robert

M-Th 1 7:00-2:00 08:03 AM Loper, Don Devokaitis, Michael

M-Th 1 7:00-2:00 08:12 AM McReynolds, Terry Northrup, Jim

M-Th 1 7:00-2:00 08:21 AM Matarese, Robert Mauriello, Mar

M-Th 1 7:00-2:00 08:30 AM Knight, Jim Rubino, Peter

M-Th 1 7:00-2:00 08:39 AM Nein, David Mapes, Doug

M-Th 1 7:00-2:00 08:48 AM Lancaster, Larry Adams, Walt

M-Th 1 7:00-2:00 08:57 AM Wilson, Woody Tison, Hack

M-Th 1 7:00-2:00 09:06 AM Merrell, Charles Merrell, Benny

M-Th 1 7:00-2:00 09:15 AM Cook, James Miner, Ken

M-Th 1 7:00-2:00 09:24 AM Everhardt, Nelson Richardson, M

M-Th 1 7:00-2:00 09:33 AM Rauh, Richard Claypool, Bill

M-Th 1 7:00-2:00 09:42 AM Hardman, Bill Hardman, Bill

M-Th 1 7:00-2:00 09:51 AM Martin, Joel Cowart, Carl

M-Th 1 7:00-2:00 10:00 AM Harmon, George Harmon, George

M-Th 1 7:00-2:00 10:09 AM Harmon, George Harmon, George

M-Th 1 7:00-2:00 10:18 AM Harmon, George Harmon, George

M-Th 1 7:00-2:00 10:27 AM Milligan, Frank Hautau, Herb

M-Th 1 7:00-2:00 10:36 AM Perkins, Jim Foster, Charles

M-Th 1 7:00-2:00 10:45 AM Otsoka, Barbara Otsoka, Barbara

Shopping Cart

By Description By Item Reprint / Tips Customer 1 Open Ticket

Monday, June 06, 2016

Tip: Invoice #148158

Invoice # Time

148164 10:55:28 AM

148162 10:52:42 AM

148161 10:50:10 AM

148158 10:48:31 AM

148157 10:44:56 AM

148156 10:44:43 AM

148154 10:43:39 AM

Qty: 109 Print Receipt

Payment Tenders

15.00 Visa

0.00 Cash

0.00 Check

0.00 Account

Summary

Tip: \$3.00

Total: \$63.00

OK Cancel

Change: \$0.00

8:48 PM 6/6/2016

H. Tip amount is now entered

I. Press OK

Shopping Cart - F&Bmanager1 Training on GolfNow Reservations

File Home Setup Utilities E-Tools Reports Third-Party Processor Help

Find Message/Summary Wait List Schedule Customers Shopping Cart

No-Shows: 0 | Paid: 91 | Internet: 16 | Booked: 139 | Total: 324

Monday, June 06, 2016

Course Name Time 1st Customer 2nd Customer

M-Th 1 7:00-2:00 07:00 AM Williams, Don Barrett, Phil

M-Th 1 7:00-2:00 07:09 AM Metzger, Beecher Metzger, Beecher

M-Th 1 7:00-2:00 07:18 AM Metzger, Beecher Metzger, Beecher

M-Th 1 7:00-2:00 07:27 AM Martel@27.55, Gino Martel@27.55

M-Th 1 7:00-2:00 07:36 AM Martel@27.55, Gino Martel@27.55

M-Th 1 7:00-2:00 07:45 AM Woods@25.65, Dani Gaudioso, Robert

M-Th 1 7:00-2:00 07:54 AM Woods@25.65, Dani Gaudioso, Robert

M-Th 1 7:00-2:00 08:03 AM Loper, Don Devokaitis, Michael

M-Th 1 7:00-2:00 08:12 AM McReynolds, Terry Northrup, Jim

M-Th 1 7:00-2:00 08:21 AM Matarese, Robert Mauriello, Mar

M-Th 1 7:00-2:00 08:30 AM Knight, Jim Rubino, Peter

M-Th 1 7:00-2:00 08:39 AM Nein, David Mapes, Doug

M-Th 1 7:00-2:00 08:48 AM Lancaster, Larry Adams, Walt

M-Th 1 7:00-2:00 08:57 AM Wilson, Woody Tison, Hack

M-Th 1 7:00-2:00 09:06 AM Merrell, Charles Merrell, Benny

M-Th 1 7:00-2:00 09:15 AM Cook, James Miner, Ken

M-Th 1 7:00-2:00 09:24 AM Everhardt, Nelson Richardson, M

M-Th 1 7:00-2:00 09:33 AM Rauh, Richard Claypool, Bill

M-Th 1 7:00-2:00 09:42 AM Hardman, Bill Hardman, Bill

M-Th 1 7:00-2:00 09:51 AM Martin, Joel Cowart, Carl

M-Th 1 7:00-2:00 10:00 AM Harmon, George Harmon, George

M-Th 1 7:00-2:00 10:09 AM Harmon, George Harmon, George

M-Th 1 7:00-2:00 10:18 AM Harmon, George Harmon, George

M-Th 1 7:00-2:00 10:27 AM Milligan, Frank Hautau, Herb

M-Th 1 7:00-2:00 10:36 AM Perkins, Jim Foster, Charles

M-Th 1 7:00-2:00 10:45 AM Otsoka, Barbara Otsoka, Barbara

Shopping Cart

By Description By Item Reprint / Tips Customer 1 Open Ticket

Monday, June 06, 2016

Invoice # Time Amount Tip

148164 10:55:28 AM \$18.50 \$0.00

148162 10:52:42 AM \$65.00 \$0.00

148161 10:50:10 AM \$0.00 \$0.00

148160 10:48:16 AM \$0.00 \$0.00

148158 10:48:31 AM \$63.00 \$3.00

148157 10:44:56 AM \$0.00 \$0.00

148156 10:44:43 AM \$2.50 \$0.00

148154 10:43:39 AM \$30.00 \$0.00

Qty: 109 Print Receipt Total: \$2,442.00 \$3.00

Tasks

Tip RC

Post-date RC Admin

Actions

E-Mail

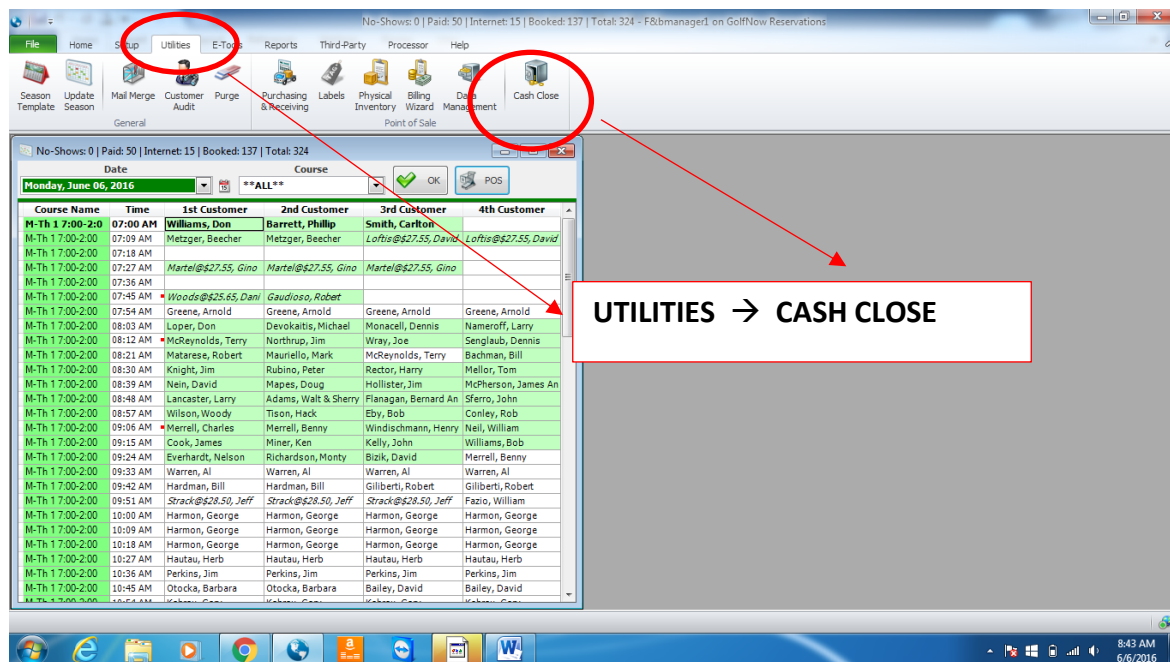
Change: \$0.00

8:48 PM 6/6/2016

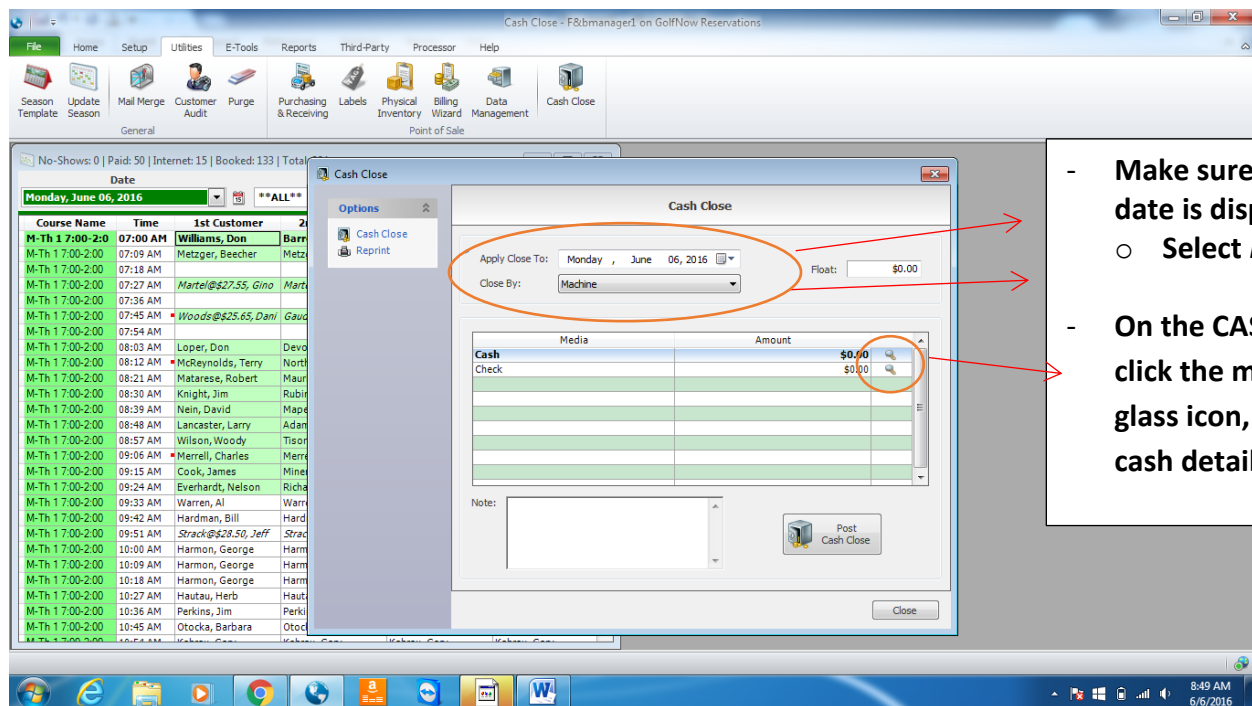
-Repeat for all receipts that have tips on them.

-\$3.00 is now charged on this credit card

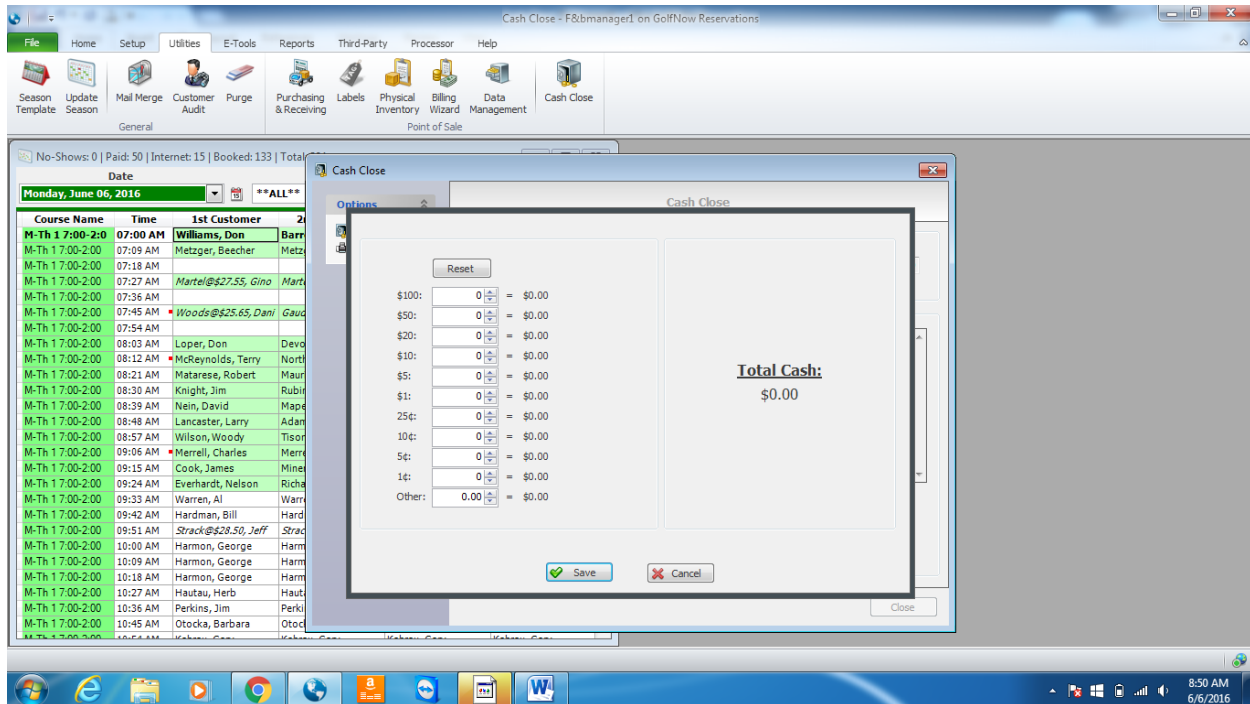
2. Performing the Cash Close



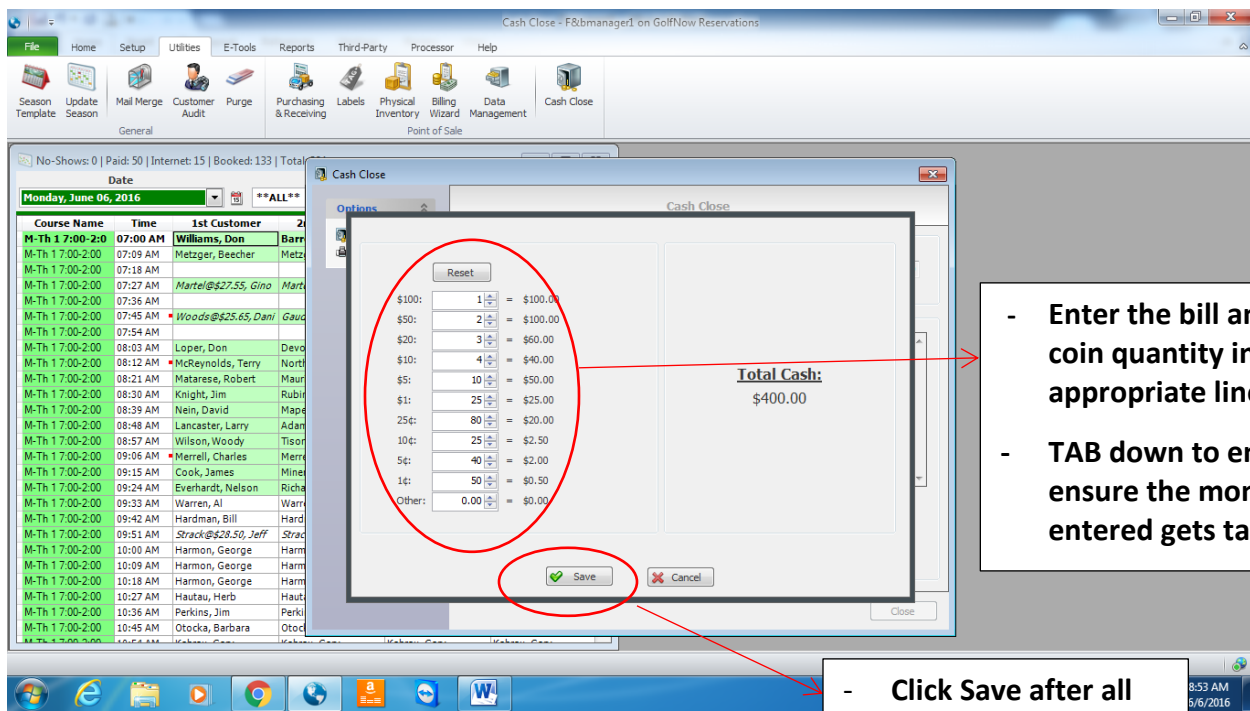
When you hit the *Cash Close* icon, a *Cash Close* box will pop up

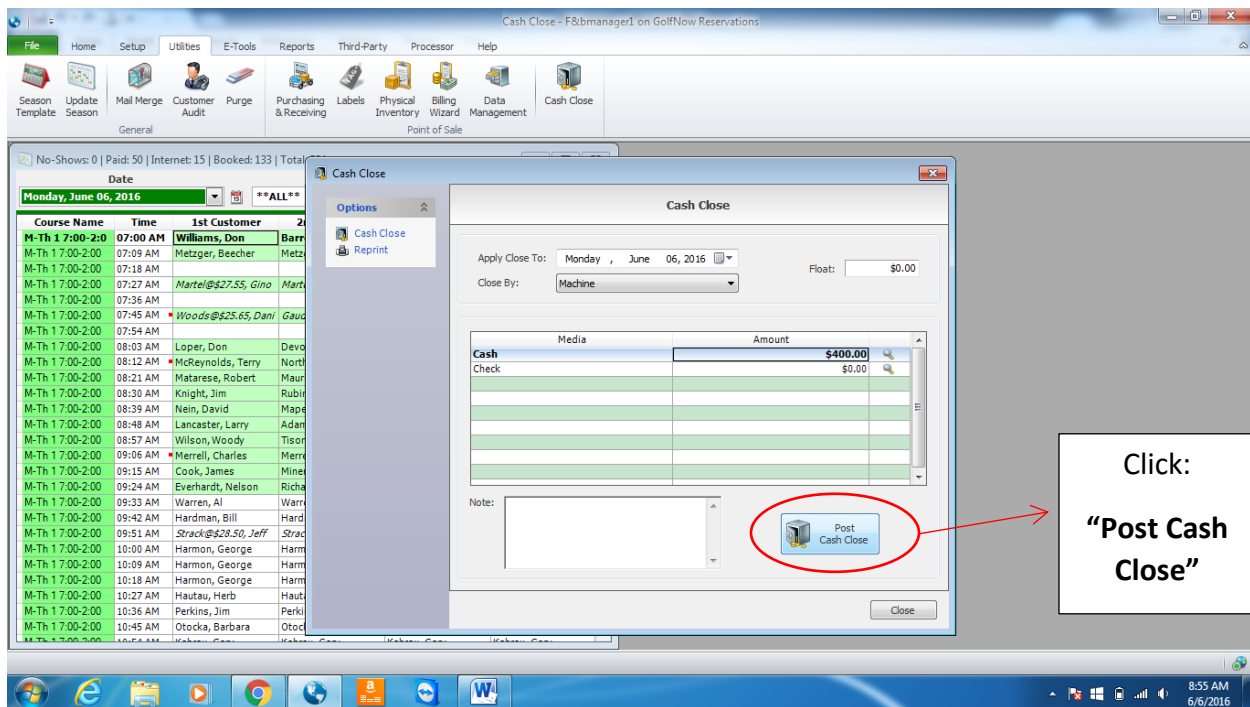


When you click on the **CASH** magnifying glass, a **Total Cash** box will pop up



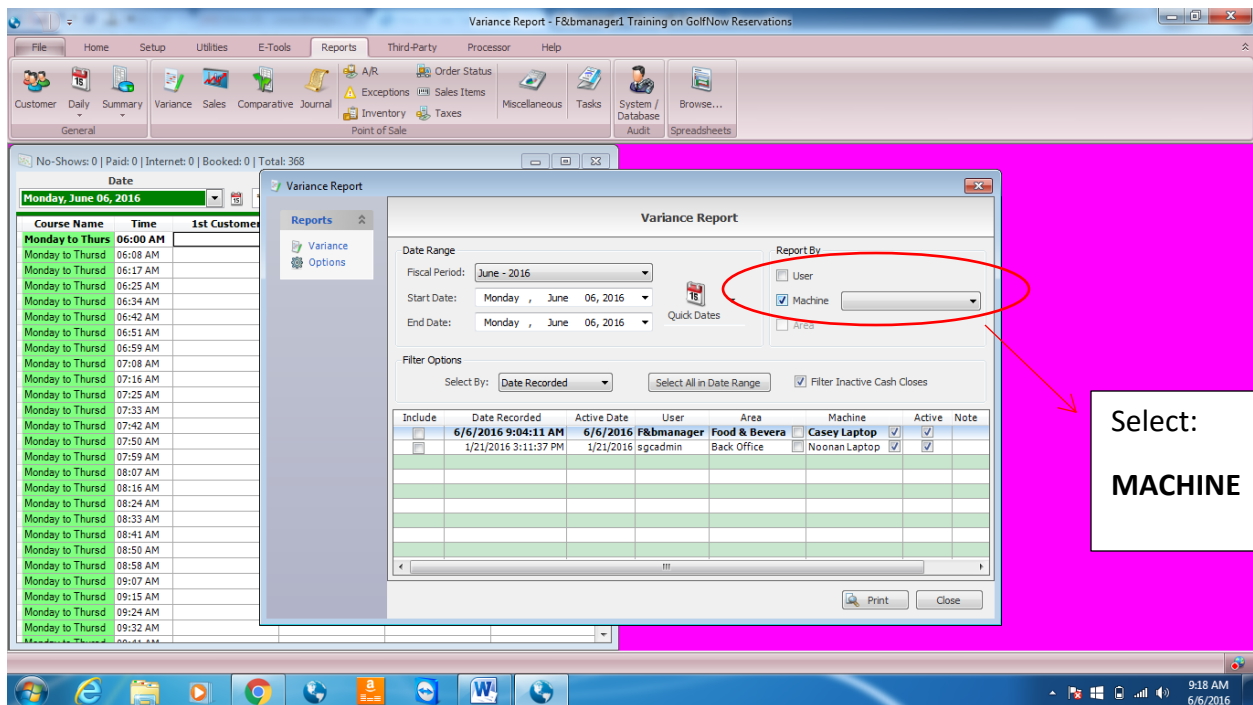
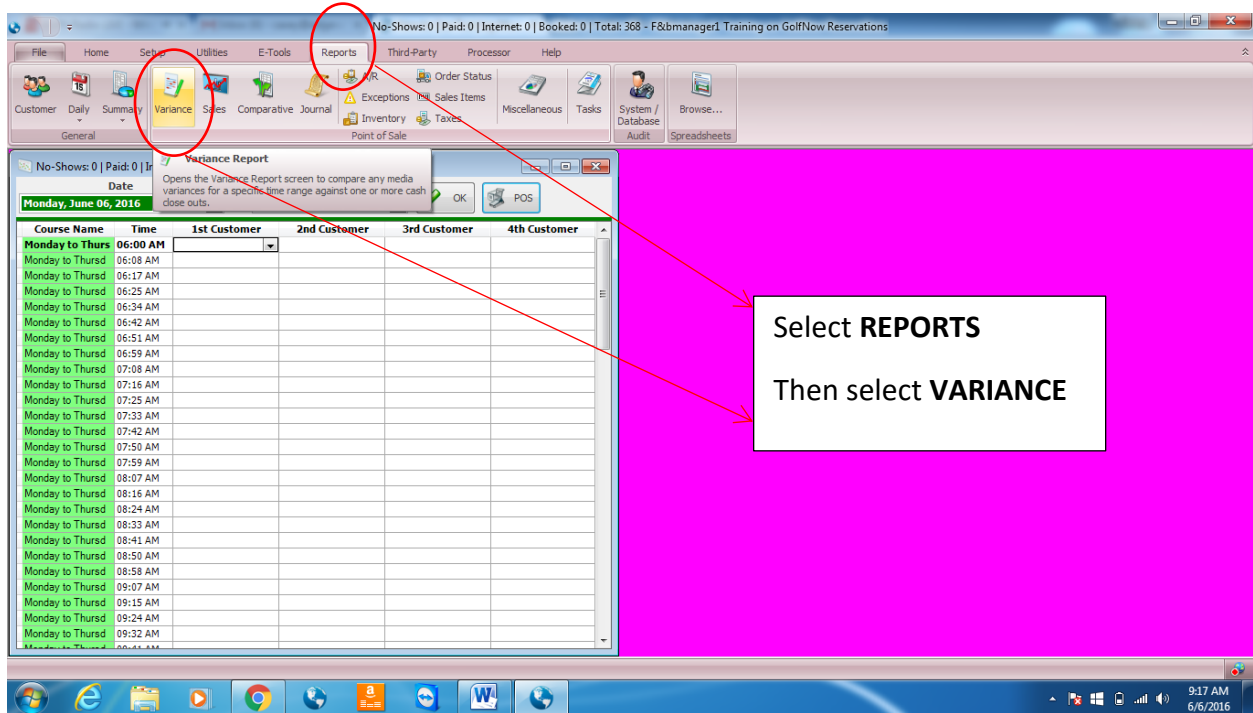
Enter the quantity of each bill and coin in appropriate line. "See next page"





- Subtract \$300 from total cash close to equal deposit.
- Leave the \$300 in the drawer including coins.
- Put deposit money in envelope, and then put bills from drawer in bank bag to give all to golf shop staff.

3. Run Variance Reports



Variance Report - F&Bmanager1 Training on GolfNow Reservations

File Home Setup Utilities E-Tools Reports Third-Party Processor Help

Customer Daily Summary Variance Sales Comparative Journal A/R Order Status Exceptions Sales Items Inventory Taxes Miscellaneous Tasks System / Database Browse... Audit Spreadsheets

No-Shows: 0 | Paid: 0 | Internet: 0 | Booked: 0 | Total: 368

Date: Monday, June 06, 2016

Course Name Time 1st Customer

Monday to Thurs 06:00 AM

Monday to Thurs 06:08 AM

Monday to Thurs 06:17 AM

Monday to Thurs 06:25 AM

Monday to Thurs 06:34 AM

Monday to Thurs 06:42 AM

Monday to Thurs 06:51 AM

Monday to Thurs 06:59 AM

Monday to Thurs 07:08 AM

Monday to Thurs 07:16 AM

Monday to Thurs 07:25 AM

Monday to Thurs 07:33 AM

Monday to Thurs 07:42 AM

Monday to Thurs 07:50 AM

Monday to Thurs 07:59 AM

Monday to Thurs 08:07 AM

Monday to Thurs 08:16 AM

Monday to Thurs 08:24 AM

Monday to Thurs 08:33 AM

Monday to Thurs 08:41 AM

Monday to Thurs 08:50 AM

Monday to Thurs 08:58 AM

Monday to Thurs 09:07 AM

Monday to Thurs 09:15 AM

Monday to Thurs 09:24 AM

Monday to Thurs 09:32 AM

Variance Report

Reports

Variance Options

Date Range

Fiscal Period: June - 2016

Start Date: Monday, June 06, 2016

End Date: Monday, June 06, 2016

Filter Options

Select By: Date Recorded

Select All in Date Range

Report By

☐ User

☒ Machine

☐ Area

Snack Bar

2015 Server

Assistant Office

Casey Laptop

Noonan Laptop

Office

Primary Shop

Secondary Shop

Snack Bar

Select: SNACK BAR

Fiscal year, Start and End Date should be today's date

Print Close

9:19 AM 6/6/2016

Variance Report - F&Bmanager1 Training on GolfNow Reservations

File Home Setup Utilities E-Tools Reports Third-Party Processor Help

Customer Daily Summary Variance Sales Comparative Journal A/R Order Status Exceptions Sales Items Inventory Taxes Miscellaneous Tasks System / Database Browse... Audit Spreadsheets

No-Shows: 0 | Paid: 0 | Internet: 0 | Booked: 0 | Total: 368

Date: Monday, June 06, 2016

Course Name Time 1st Customer

Monday to Thurs 06:00 AM

Monday to Thurs 06:08 AM

Monday to Thurs 06:17 AM

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Monday to Thurs 07:42 AM

Monday to Thurs 07:50 AM

Monday to Thurs 07:59 AM

Monday to Thurs 08:07 AM

Monday to Thurs 08:16 AM

Monday to Thurs 08:24 AM

Monday to Thurs 08:33 AM

Monday to Thurs 08:41 AM

Monday to Thurs 08:50 AM

Monday to Thurs 08:58 AM

Monday to Thurs 09:07 AM

Monday to Thurs 09:15 AM

Monday to Thurs 09:24 AM

Monday to Thurs 09:32 AM

Variance Report

Reports

Variance Options

Date Range

Fiscal Period: June - 2016

Start Date: Monday, June 06, 2016

End Date: Monday, June 06, 2016

Filter Options

Select By: Date Recorded

Select All in Date Range

Report By

☐ User

☒ Machine

☐ Area

Casey Laptop

Click: "Select All in Date Range"

A Checkmark will appear in box

Click: "Print"

Print Close

9:21 AM 6/6/2016

Report Viewer - F&Bmanager1 Training on GolfNow Reservations

File Home Setup Utilities E-Tools Reports Third-Party Processor Help

Customer Daily Summary Variance Sales Comparative Journal A/R Order Status Exceptions Sales Items Inventory Taxes Miscellaneous Tasks System / Database Browse... Audit Spreadsheets

No-Shows: 0 | Paid: 0 | Internet: 0 | Booked: 0 | Total: 368

Date: Monday, June 06, 2016

Course Name Time

Monday to Thurs 07:42 AM

Monday to Thurs 07:50 AM

Monday to Thurs 07:59 AM

Monday to Thurs 08:07 AM

Monday to Thurs 08:16 AM

Monday to Thurs 08:24 AM

Monday to Thurs 08:33 AM

Monday to Thurs 08:41 AM

Monday to Thurs 08:50 AM

Monday to Thurs 08:58 AM

Monday to Thurs 09:07 AM

Monday to Thurs 09:15 AM

Monday to Thurs 09:24 AM

Monday to Thurs 09:32 AM

Monday to Thurs 09:41 AM

Monday to Thurs 09:49 AM

Monday to Thurs 09:58 AM

Monday to Thurs 10:06 AM

Monday to Thurs 10:15 AM

Monday to Thurs 10:23 AM

Monday to Thurs 10:32 AM

Monday to Thurs 10:40 AM

Monday to Thurs 10:49 AM

Monday to Thurs 10:57 AM

Monday to Thurs 11:06 AM

Monday to Thurs 11:14 AM

Monday to Thurs 11:23 AM

Report Viewer

Refresh Report Main Report

Page 1

Page Width

Stonebridge Golf Club

Variance Report: Machine = Casey Laptop

From: Monday, June 06, 2016 To: Monday, June 06, 2016

Media	Amount	Tip	System Total	Closed	Variance
Cash	\$100.00	\$0.00	\$100.00	\$400.00	\$300.00
Check	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
MasterCard	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Visa	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
AmEx/Encore	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Discover	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
GiftCard	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Account	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
A/R Payment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Ent	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Penney	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$100.00	\$0.00	\$100.00	\$400.00	\$300.00

\$0.00 in rain checks issued

-VARIANCE total should be \$300.00.

-If total is more than \$5.00 off, drawer must be recounted and Cash Close must be redone to confirm.

Definitions

A

<i>Above the hole</i>	Refers to a ball on any sloping green positioned so that the next putt is downhill. Downhill putts are harder to judge for speed and slope, and also riskier, so the good golfer aims to keep his ball ' below the hole ' at all times.
<i>Ace</i>	A hole in one.
<i>Albatross</i>	Three under par score at a hole. Known as a 'double-eagle' in the US.
<i>Approach</i>	Short or medium shot to either the pin or putting green.
<i>Attend the flag</i>	To remove and hold flag whilst another player putts.
<i>Away</i>	The person furthest way from the hole and the first to play.

B

<i>Back</i>	The last nine holes of a golf course. Also a tee position that makes hole the longest.
<i>Banana</i>	A slice , or shot that curves strongly left to right. For some reason, 'banana' always refers to a slice, although a 'hook' is simply a banana facing the other way. Also what professional golfers munch several times a round to maintain their energy levels.
<i>The Box</i>	Tee Box. Where each hole begins.
<i>Below the hole</i>	Your ball is 'below the hole' on a green if your next putt is uphill. Uphill putts can be struck firmly, meaning that any break is less important and there is less risk of running way beyond the hole. This is particularly true of fast greens, such as one finds in high-level tournaments. The opposite of ' above the hole '.
<i>Best Ball / Better Ball</i>	Best score on a hole by partners in a best-ball match.
<i>Birdie</i>	One under par score on a hole.
<i>Bogey</i>	One over par score on a hole.
<i>Break</i>	In putting, the curve the ball will follow due to slope and/or grain in the green.

C

<i>Carry</i>	Distance a ball travels from impact to hitting the ground.
<i>Chip</i>	Short shot played with minimum loft from off the green.

Compression

Degree of resilience of a golf ball.

Condor

Probably the rarest of all scores in golf: four under par on a hole, i.e. a hole in one on a par five. Only four examples have ever been recorded, three of them by 'cutting the corner' on par fives with a dogleg, which considerably shortens the hole. Also called a 'triple-eagle' or double-albatross' in the US.

D

Divot

Turf removed when hitting a shot.

Dogleg

Left or right bend in fairway.

Dog Licence

If the winning margin in **match play** is 7&6, the victory (or defeat) is called a dog licence. In Great Britain, until 1987, dog owners bought a licence for their pet which cost 7/6d (pre-decimal currency = 37p).

Dormie

In **match play**, having a lead equal to the number of holes remaining to be played, i.e. Two up and two to play.

Draw

Controlled right to left shot with a moderate curve (or left to right for left-handers).

Drop

When the ball is lost, or there is an unplayable lie, a ball is dropped from arm's length at shoulder height onto the course.

E

Eagle

Two under par score on a hole.

F

Fairway

The short-grass area between the tee and the green.

Follow-through

The latter part of the swing from striking the ball to completion of the motion.

Fore!

Warning shout when a shot may endanger another player.

Four-Ball

Group of two pairs of golfers recording the better ball score of each pair based on gross or net scores.

Foursome

Group of two pairs of golfers playing shots alternately with the same ball. The partners drive at alternate holes, so one will drive the even numbers and one the odd numbers.

Free drop

When a player is entitled to make a drop without a penalty stroke.

G

<i>Gilligan</i>	The opposite of a Mulligan . When gilligans are agreed in a match, your opponent has the right to ask you to play a shot again - typically a good drive or a long putt holed.
<i>Gimmie</i>	Very short putt close to a hole, awarded by other players. <i>Only</i> used in match play, or in friendly golf - in stroke play everything must be holed out.
<i>Grain</i>	Direction in which blades of grass grow and influence the speed and roll of the ball on the putting green. When looking 'into the grain' a green will appear darker, and 'with the grain' it will appear lighter or shinier. When putting 'across the grain' the ball will move left or right.
<i>Green</i>	Area of course around the hole with very short grass, for putting.
<i>Gross score</i>	The total number of actual strokes played within a round, before handicap is taken into account.
<i>Ground under Repair (GUR)</i>	If an area of the course is under maintenance and your ball lands there, you can remove your ball without penalty. Normally identified by stakes or a line.

H

<i>Half Shot</i>	Reduced swing when taking a shot. Used for shorter shots, or when extra control is required.
<i>Hole out</i>	To finish a hole by getting the ball in the cup or hole. Usually done with a putt, but sometimes with a chip from off the green, and occasionally with a full shot.
<i>Honour</i>	Given to the player scoring lowest on last hole, and granting the right to tee off first on the next.
<i>Hook</i>	Shot that curves strongly from right to left (or the opposite, if you play left handed!).
<i>Hosel</i>	Hollow part of club head where the shaft is attached. Sometimes called the 'neck'.

I

<i>In play</i>	A shot that comes to rest within the boundaries of the course (the opposite of 'out-of-bounds').
<i>Interlocking grip</i>	A right-handed player using this grip will interlock the little finger of his right hand with the index finger of his left hand (vice versa for lefties). A good grip for players with small hands. Used by Tiger Woods and Jack Nicklaus, among others.

In the leather

A ball that lies very close to the hole; so called because it was measured by the leather of the putter grip. In friendly play, a putt 'within the leather' is often conceded.

J

Jigger

Name of an old club with similar loft to a modern 4-iron. Confusingly, it was also sometimes used to describe a short pitching club for work around the green, otherwise called a pitching niblick, or lofting iron, roughly equivalent to a modern pitching wedge.

K

Kikuyu

Fast-growing, thick African grass that like full sunshine and hot weather. Not suited to woodland or temperate climates. A feature of courses in southern Africa, requiring great skill to play from around the greens.

Knee knocker

A short putt, which you really shouldn't miss, but often do.

Knickers

American name for golf trousers that stop just below the knee, worn with knee socks. Called 'plus fours' or 'plus twos' in Britain.

Knife

Golfing slang for the 1-iron. In the days when all iron heads were forged, they were often known as 'blades', and the 1-iron was the sharpest (and most dangerous to use) blade of all.

L

Lie

Resting place of the ball on the course, hence a 'good lie', or 'poor lie'. Also the angle at which the club head is set on the shaft. Tall people usually have clubs with an 'upright' lie (making the shaft more vertical) and shorter people use a 'regular' or 'flatter' lie (placing the club head further away from the body).

Links

Golf course on coastal terrain, usually with sand dunes and very few trees, and exposed to the wind. Literally a piece of ground that 'links' the mainland to the sea.

Lip

Edge of the hole.

Lip-out

A putt that catches the lip of the hole and turns around the rim without falling in.

Lucy

Rhyming slang: Lucy Locket = socket, or **shank**. Arguably the worst shot in golf.

M

Marker

Thin, flat item used to mark the position of a golf ball on the green to prevent your ball obstructing other player's shots. Small coins may

be used, or specifically designed discs of metal or plastic. Also a person who keeps the score in a match, either as a spectator accompanying the players, or one's opponent.

<i>Match Play</i>	Competition scored by the number of holes won or lost. The opposite of 'stroke' or 'medal' play. In this format, matches often do not go the full 18 holes.
<i>Medal Play</i>	Another name for 'Stroke Play', keeping the score on every hole. The lowest number of strokes, gross or net, wins.
<i>Mixed</i>	Man and woman playing together, i.e.: 'Mixed Foursomes'. Each partner plays off their own tees.
<i>Mulligan</i>	Chance to replay one's last shot, granted in a friendly game by an opponent. Not permitted in competition. (See also Gilligan)

N

<i>Net score</i>	Score after the handicap strokes have been deducted from the gross score.
<i>Niblick</i>	Old-fashioned Scottish term for nine iron.
<i>Nobble</i>	To nobble is to top a ball, or catch it on the upper half, causing a low, weak, running shot, called a 'nobbler'

O

<i>OB</i>	Short for 'out of bounds'. Area outside the course play area, usually marked by a white line or white stakes, or boundaries such as walls, fences or railings.
-----------	--

P

<i>Par</i>	Standard number of strokes for each hole, always including two putts. Almost all golf holes are par 3, 4 or 5, although some new courses are building ultra-long par 6 holes.
<i>Penalty</i>	Extra stroke(s) added to a player's score for violation of the rules, loss of ball, out of bounds, etc...
<i>PILS</i>	No... not yet. You can enjoy a Pils or three in the 19th when you're done with your putting practice. This PILS stands for 'Pure In Line Square' - the putting method advocated by scientist turned short game guru Dave Pelz, and many others. Essentially it involves a pendulum motion from the shoulders, eliminating all independent hand and arm movement, keeping the putter-face square throughout the stroke.
<i>Pin</i>	Flagstick.

Pin-high A ball which is level with the pin, but to one side.

Pitch Shot used to approach the green, shorter swing than normal, but longer and more lofted than a chip.

Play Through When a group of slower golfers or those searching for a ball allow others to pass them. It is good etiquette to allow faster players to 'play through'.

Playing Privileges A benefit of working at a golf club. Not to be confused with the playing entitlement.

'Plus' Golfer A golfer whose handicap is better than scratch, so he has to add or 'plus' strokes to his gross score after a round, rather than subtracting them.

Plus Fours / Plus Twos Golfing trousers once very popular because they end just below the knee, avoiding getting mud on the trousers when playing. Plus fours are more traditional and fuller cut, folding over 4 inches below the knee, while plus twos are slimmer and more modern, folding only two inches.

Post Where service staff wait to service Member and Guests.

Q

Quarter Shot Greatly reduced swing in taking a shot. Used for short shots, or when great control is required. (Also 'three-quarter' shot, somewhere between a 'half-shot' and a full swing.)

R

Range Practice area (also called the Driving Range).

Recovery Shot played back into a good position from an unfavorable one.

Relief Permission to lift and drop the ball without incurring a penalty.

Rough Longer and thicker grassed area of the course.

S

Sandie Term used when playing for money, betting against an opponent. Either a) making par on a hole after being in a bunker at some point, or b) getting out of a bunker and into the hole in two (an 'up and down').

Sand Save Professional equivalent of a 'sandie' (version b). Getting out of a bunker and into the hole in two shots. Whether the player makes par or not is immaterial, it is the 'up and down' which counts. Expressed as a percentage of the number of times achieved out of the number of

attempts, and one of the many statistical categories computed on the various pro tours.

Shank Shot struck by the hosel of the club which causes the ball to go sharply right. Also called a 'socket'.

Shiperio Similar to a **Mulligan**, i.e. a second shot graciously allowed by your opponent, but in this case you can choose which of the two balls you will play.

Skinny Said of a shot hit **thin**, which flies lower than usual and with no control.

Slice A shot that curves violently to the right, banana-shaped. Usually caused by striking the ball with an open clubface and an in-to-out swing. The commonest shot shape among beginners and high-handicappers.

Staging Area Where carts are set up for Members and Guests

T

Thin A shot somewhere between a top (see below) and a well-struck ball. The ball is hit below the equator, but not enough to get properly airborne, causing a low and uncontrolled shot. Especially destructive when **chipping** or **pitching** around the green.

Top To hit the ball above the center, causing the ball to dive down and roll rather than rise.

Turn After the 9th hole, i.e. the halfway point on a golf course, where you 'turn' for home.

U

Unplayable lie When it is impossible to play a shot because of ground conditions or an obstruction. The player may drop the ball in a better position, in accordance with the rules, under penalty.

Up and Down When a player fails to be on the green in regulation, but gets on it with an approach shot and one-putts into the hole.

V

Vardon Grip Another name for an overlapping grip made popular by Harry Vardon. The little finger of the right hand (for right-handers) overlaps the forefinger of the left hand.

W

Whiff To swing and miss the ball completely. Counts as a stroke. Also called an 'air-shot', or 'fresh air'.

Worm-burner

A **topped**, or thinned shot that runs along the ground, thus endangering the useful invertebrates that might be getting a breath of fresh air.

X

X-outs

Balls that do not meet a manufacturer's stringent quality controls, either because of a small cosmetic blemish or because they are very marginally outside the size or weight tolerances (1.680" and 1.620oz). They are sold at a reduced price and the manufacturer's name is 'x'-d out. Otherwise perfectly normal and very good value, but beware of using them in competition as incorrect tolerances will make them illegal.

Y

Yardage

The distance between the player's ball and the target he is aiming for. The 'yardage' of a hole is officially the figure given on the scorecard from a specific tee, but will vary according to the position of the tee-markers and the pin position on the green. Top players use 'yardage charts' to calculate their distance from specific points on the course and to help with club selection.

Yips

Chronic missing (or fear) of short putts, usually because of a nervous twitch. Very difficult to overcome, but can be alleviated by unorthodox grips or long (e.g. 'broom-handle' or 'belly') shafted putters.

Z

Zoysia

A very thin bladed, slow-growing grass with deep roots that is resistant to drought and extreme temperatures.