

F&B / Restaurant Staff Guide

Welcome to Golf Course Food & Beverage! ■■

Complete guide for restaurant, bar, and beverage cart operations.

■ Getting Started

Registration

- 1. Register via staff verification (instant access - no approval needed)
- 2. Log in via LINE
- 3. Access F&B dashboard

Dashboard URL

```
https://mcipro-golf-platform.netlify.app
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■ Dashboard Overview

Your Profile

■ ■ Your Name (FB-007) ■

■ ■ Status: ON-DUTY / OFF-DUTY ■

■ ■ Station: Clubhouse / Cart ■

■ ■ Shift: 07:00 AM - 03:00 PM ■

Main Features

- Table management
- Order taking (POS)

- Beverage cart operations
- Inventory tracking
- Daily specials
- Customer preferences

■ Service Areas

1. Clubhouse Restaurant

Sections:

- Main dining room (12 tables)
- Outdoor terrace (8 tables)
- Private dining room (1 room, seats 12)
- Bar area (12 seats)

Your Station Assignment:

- Assigned at start of shift
- Rotating schedule
- Cover for breaks
- Help other stations during rush

2. Beverage Cart Service

Equipment:

- Golf cart with coolers
- Wireless POS device
- Product inventory
- Ice supply
- Cleaning supplies

Route:

- Hole 1-9: Morning rotation
- Hole 10-18: Afternoon rotation
- Signal system for golfer requests
- Average 2 full loops per shift

3. Halfway House (Turn Shack)

Location: Between Hole 9 and 10

Offerings:

- Quick snacks
- Beverages
- Grab-and-go items
- Bathroom facilities nearby

Operating Hours: 7:00 AM - 5:00 PM

■ Daily Operations

Opening Procedures - Restaurant

Morning Checklist:

- Clock in (set ON-DUTY status)
- Check section assignment
- Review reservations
- Check daily specials
- Stock service station
- Silverware
- Napkins
- Condiments
- Glassware
- Verify POS system working
- Check table setups
- Review any special events
- Attend pre-shift meeting
- Prepare for first service

Opening Procedures - Beverage Cart

Cart Prep Checklist:

- Clock in (set ON-DUTY status)
- Inspect cart condition
- Load inventory:
 - Beers (variety)

- Soft drinks
- Water bottles
- Energy drinks
- Snacks
- Ice
- Stock supplies:
 - Napkins
 - Cups
 - Straws
 - Bottle opener
 - Trash bags
- Check POS device charged
- Verify payment systems working
- Get change fund
- Review course conditions
- Check weather forecast
- Head to first hole

■ Taking Orders (POS System)

Restaurant Orders

Step-by-Step:

Greet Table:

"Good morning! Welcome to [Course Name]. My name is [Your Name] and I'll be taking care of you today. Can I start you off with something to drink?"

Enter Order in POS:

[illegible]

Confirm Order:

- Repeat order to guests
- Confirm modifications
- Note allergies/dietary restrictions
- Ask about pace of service

- Click "Send to Kitchen"
- Ticket prints in kitchen
- Drinks sent to bar
- Timer starts

- Drinks: Serve within 5 minutes
- Appetizers: 10-15 minutes
- Main courses: 20-25 minutes

- Desserts: 10 minutes
- Check: Present within 2 minutes of request

Table Touches:

1. Initial greeting (30 seconds)
 2. Drink order (2 minutes)
 3. Food order (5 minutes)
 4. Drink refills (check every 5 min)
 5. Food delivery (as ready)
 6. 2-minute check-back
 7. Clear plates promptly
 8. Offer dessert/coffee
 9. Present check
 10. Payment processing
 11. Thank you farewell
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Guest Interaction

Professional Service:

- ✓ Smile and make eye contact
- ✓ Use guest name if known
- ✓ Be attentive not intrusive
- ✓ Anticipate needs
- ✓ Handle complaints gracefully
- ✓ Thank every guest
- ✓ Remember regulars

What to Avoid:

- ■ Standing with arms crossed
 - ■ Looking at phone
 - ■ Chatting with coworkers
 - ■ Rushing guests
 - ■ Arguing with guests
 - ■ Forgetting orders
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■ Beverage Service

Alcohol Service

Legal Requirements:

- Check ID if customer looks under 25

- No service to intoxicated guests
- Maximum 2 drinks per person per cart visit
- Stop alcohol service 30 minutes before sunset
- Never serve minors

Signs of Intoxication:

- Slurred speech
- Unsteady balance
- Bloodshot eyes
- Aggressive behavior
- Drowsiness

Refusing Service:

"I'm sorry, but I'm not able to serve you any more alcohol at this time. Can I get you a water or soft drink instead?"

If Guest Argues:

- Stay calm and polite
- Don't argue or lecture
- Offer alternatives (food, coffee, water)
- Notify manager immediately
- Document incident

Beer Selection

Draft Beer:

- Singha
- Chang
- Leo
- Heineken
- Craft beer (rotating)

Bottled Beer:

- Local brands
- Imported (Corona, Asahi, etc.)
- Non-alcoholic options

Serving Tips:

- Proper temperature (cold!)
- Clean glass
- Correct pour (minimal foam)

- Serve with coaster

Cocktails & Mixed Drinks

Popular Golf Drinks:

- **Bloody Mary:** Vodka, tomato juice, spices
- **Screwdriver:** Vodka, orange juice
- **Gin & Tonic:** Gin, tonic water, lime
- **Rum & Coke:** Rum, cola, lime
- **Margarita:** Tequila, triple sec, lime juice
- **Beer cocktail:** Beer with lime/tomato juice

Standard Pours:

- Wine: 150ml (5 oz)
- Beer: 330ml bottle / 400ml draft
- Spirits: 45ml (1.5 oz)
- Shots: 30ml (1 oz)

■ Menu Knowledge

Breakfast Menu (7:00 AM - 11:00 AM)

Hot Breakfast:

- American Breakfast (eggs, bacon, toast)
- Thai Breakfast (rice soup, side dishes)
- Omelets (various fillings)
- Pancakes / French toast
- Breakfast sandwich

Quick Breakfast:

- Pastries and muffins
- Yogurt parfait
- Fresh fruit plate
- Granola bowl
- Toast and jam

Lunch Menu (11:00 AM - 4:00 PM)

Signatures:

- **Clubhouse Sandwich:** Triple-decker, turkey, bacon, lettuce, tomato

- **Golfer's Burger:** 1/2 lb beef, cheese, all toppings
- **Fish & Chips:** Beer-battered cod, fries, tartar sauce
- **Caesar Salad:** Romaine, parmesan, croutons, Caesar dressing (+chicken/shrimp)
- **Thai Green Curry:** Chicken/seafood, vegetables, rice

Lighter Options:

- Soup of the day
- Garden salad
- Wrap sandwiches
- Fresh fruit plate
- Grilled fish

Snacks & Grab-and-Go

Hot Snacks:

- Hot dogs
- Chicken wings
- Spring rolls
- Fried calamari
- Nachos

Cold Snacks:

- Chips / crisps
- Trail mix
- Energy bars
- Fruit
- Vegetables & dip

Dietary Restrictions

Common Requests:

- **Vegetarian:** No meat options
- **Vegan:** No animal products
- **Gluten-free:** GF bread available
- **Dairy-free:** Substitute non-dairy options
- **Nut allergies:** Alert kitchen, check ingredients
- **Halal:** Specific protein sourcing

Always Ask:

"Do you have any allergies or dietary restrictions I should know about?"

■ Payment Processing

Payment Methods

Accepted:

- Cash (Thai Baht)
- Credit/Debit cards
- Member account charge
- QR code payment (PromptPay/LINE Pay)
- Golf package vouchers

Processing Tips

Cash:

- Count change twice
- Return change on small tray
- Never assume tip - wait for confirmation

Credit Card:

- Bring portable terminal to table
- Process in front of guest
- Provide receipt
- Thank customer

Member Charge:

- Verify member number
- Check account status
- Add to member account
- Member signs receipt
- Provide copy

Handling Tips

Tip Distribution:

- System tracks tips per server
- Automatic tip pooling (if policy)
- View your tips in dashboard

- Paid out [daily/weekly/monthly]

Cash Tips:

- Report to manager
- Enter in tip tracking system
- Combined with card tips
- Paid according to policy

■ Reporting & Closeout

End of Shift - Restaurant

Closeout Checklist:

■ Complete all table service

■ Close out open checks

■ Run server report

■ Count tip money

■ Side work completed:

■ Restock station

■ Clean tables

■ Sweep section

■ Refill condiments

■ Report any issues

■ Clock out (OFF-DUTY)

Server Report:

■ ■ Your Shift Summary

■ Server: Your Name (FB-007)

■ Date: October 7, 2025

■ Shift: 11:00 AM - 07:00 PM

■

■ SALES

■ Food: ■12,450

■ Beverages: ■4,200

■ Total Sales: ■16,650

■

TRANSACTIONS	
Tables Served:	18
Average Check:	925
Covers:	45
TIPS	
Cash Tips:	850
Card Tips:	1,200
Total Tips:	2,050
Tip %:	12.3%

End of Shift - Beverage Cart

Cart Return Checklist:

- Return to cart staging area
- Unload remaining inventory
- Count and record stock
- Clean cart thoroughly
- Remove trash
- Restock ice chests for tomorrow
- Charge POS device
- Return change fund
- Complete cart report
- Report any equipment issues
- Clock out (OFF-DUTY)

Cart Sales Report:

[illegible]

■	Soft Drinks:	■1,200	■
■	Water:	■800	■
■	Snacks:	■450	■
■	Total Sales:	■6,050	■
■			■
■	TRANSACTIONS: 28		■
■	Tips Received:	■450	■



■ Performance Metrics

What's Tracked

Service Metrics:

- Average check size
- Table turn time
- Customer satisfaction ratings
- Order accuracy
- Speed of service

Sales Performance:

- Daily/weekly/monthly sales
- Items sold
- Upselling success
- Special promotions

Quality Indicators:

- Customer complaints
- Order errors
- Till discrepancies
- Punctuality

Goals & Targets

Individual Goals:

- Average check: ■800+
- Customer rating: 4.5+ / 5.0
- Order accuracy: 95%+
- Upsell success: 30%+

Team Goals:

- Daily sales targets
 - Customer satisfaction
 - Inventory accuracy
 - Safety record
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■ Training Topics

Food Safety

Critical Rules:

- Wash hands frequently (before every service)
- Use gloves when handling ready-to-eat food
- Never serve dropped food
- Check food temperatures
- Report illness immediately
- Keep work area clean

Food Allergies:

- Take seriously - can be life-threatening
 - Alert kitchen immediately
 - Confirm ingredients with chef
 - Deliver food personally
 - Check in with guest
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Upselling Techniques

Natural Upsells:

- "Would you like to make that a double?"
- "Can I interest you in an appetizer?"
- "Our special today is..."
- "Would you like dessert or coffee?"
- "How about a side of fries with that?"

Premium Suggestions:

- Premium liquor vs. well drinks
- Fresh-squeezed juice vs. bottled
- Imported beer vs. local
- Add protein to salads
- Combo meals

Don't Be Pushy:

- Offer once, accept "no"
 - Read the customer
 - Suggest based on what they ordered
 - Genuine recommendations, not sales pitch
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■ Emergency Procedures

Medical Emergencies

1. Stop service immediately
2. Call for help / alert manager
3. Don't move injured person
4. Clear area if needed
5. Get first aid kit
6. Document incident
7. Fill out incident report

Choking

1. Ask "Are you choking?"
2. Perform Heimlich maneuver if trained
3. Call for help immediately
4. Don't leave person alone
5. Continue until help arrives or object clears

Allergic Reaction

1. Alert manager immediately
2. Ask if they have EpiPen
3. Call emergency services
4. Stay with person
5. Document what they ate
6. Preserve food sample

Fire

1. Evacuate guests calmly
2. Use fire extinguisher only if safe and trained
3. Never use water on grease fire
4. Close doors/windows if safe
5. Meet at designated area
6. Account for all guests/staff

■ Pro Tips

Maximize Your Tips

Service Excellence:

1. Smile genuinely
2. Remember names and preferences
3. Be attentive without hovering
4. Anticipate needs
5. Handle complaints gracefully
6. Thank every guest personally
7. Offer genuine recommendations

On Beverage Cart:

1. Be visible and friendly
2. Keep moving efficiently
3. Remember repeat customers
4. Keep drinks ice cold
5. Stock popular items
6. Have change ready
7. Thank everyone
8. Wave goodbye as you leave

Time Management

During Rush:

- Prioritize tasks
- Help teammates
- Stay organized

- Don't panic
- Communicate with kitchen
- Keep guests informed of delays
- Stay positive

During Slow Times:

- Complete side work
- Restock stations
- Help others
- Clean and organize
- Study menu
- Prepare for next rush

■ Frequently Asked Questions

Q: Guest says food is wrong/cold/not as expected?

A: Apologize sincerely, remove immediately, alert kitchen/manager, offer replacement or removal from bill, follow up to ensure satisfaction.

Q: Can I eat/drink while on shift?

A: Only during scheduled breaks, in designated staff areas, never in view of guests, follow all food safety rules.

Q: Guest asks for menu item not available?

A: Apologize, offer similar alternative, explain why not available, suggest chef's special, check if kitchen can accommodate.

Q: How do I handle a difficult/rude guest?

A: Stay calm and professional, don't take it personally, listen without interrupting, apologize even if not your fault, offer solutions, escalate to manager if needed.

Q: What if I make a mistake on an order?

A: Immediately notify kitchen/bar, tell guest honestly, apologize, correct order ASAP, consider removing from bill, learn from mistake.

Q: Can I accept gifts from guests?

A: Follow golf course policy, usually small tips okay, expensive gifts should be refused or reported to manager.

■ Important Contacts

Immediate Team:

- F&B Manager: [Phone]
- Head Chef: [Phone]
- Bar Manager: [Phone]
- Restaurant Supervisor: [Phone]

Support:

- General Manager: [Phone]
 - Maintenance (equipment issues): [Phone]
 - Security: [Phone]
 - First Aid: [Location]
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■ Additional Resources

- [Menu \(current\)](#)
 - [Wine List](#)
 - [Cocktail Recipes](#)
 - [Food Safety Training](#)
 - [Staff Meal Policy](#)
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Last Updated: October 7, 2025

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Questions?: Contact F&B Manager