Server Training & Service Standards Guide

A practical onboarding and shift reference for the 19th Hole team

Developed from firsthand server and Manager on Duty experience. This working edition organizes the procedures discussed during development of the guide. Department managers should confirm current policies, menu offerings, pricing, and event-specific requirements before adopting it as an official operating manual.

01 Our Service Approach

Our goal is to make members and guests feel welcome, comfortable, and cared for. Great service depends on the details: knowing the table, anticipating needs, communicating with teammates, and keeping the experience relaxed even when the team is busy.

- Lead with a warm greeting, attentive listening, and a professional tone.
- Use seat numbers and clear communication so food reaches the right person without “auctioning” plates.
- Notice what teammates need and offer help proactively.
- Keep end-of-shift work discreet while members are still enjoying the space.

02 Shift Overview

Service period	Typical window
Breakfast	Opening – 11:00 AM
Lunch	11:00 AM – 2:00 PM
Afternoon Round	2:00 PM – 5:00 PM
Dinner (Tue / Wed / Sun)	5:00 PM – 8:00 PM
Dinner (Thu / Fri / Sat)	5:00 PM – 9:00 PM

Hours are based on the working guide and should be verified against the current club schedule.

03 Clock In & Prepare

- Clock in using MyGo on a phone or computer. Select the Opelika location and the “server” job.
- Review reservations and tee times before dinner. Check whether parties will be seated indoors or outdoors.

- Confirm server sections, special requests, and any direction from the Manager on Duty or Food & Beverage Manager.
- Prepare menus, reservation cards, table settings, glassware, and service stations before guests arrive.

Dining room & reservation setup

- Set a linen for each indoor place setting. Place glasses upside down on cocktail napkins.
- Outdoor tables use tablecloths without pre-set glasses.
- Place reservation cards near the center of the assigned table and communicate the reservation and section assignments to the team.
- Use adult and children's menus as appropriate; confirm party counts and placement.

Bar & beverage readiness

- Cut and stock lemons, limes, and oranges, with backups available.
- Restock mixers and return clean dishware to its designated place.
- Check draft signage against the six taps: sign order from top to bottom corresponds to taps from left to right.
- Draft serving sizes in the working guide: short 16 oz; tall 23 oz. Confirm current offerings, categories, and pricing with management.

04 Greeting & Taking Orders

- Greet the table promptly, introduce yourself, and ask for the member number.
- Provide menus and offer the wine list or draft list when appropriate.
- Explain relevant menu options and answer questions accurately; check with the kitchen when unsure.
- At dinner, arrange for dinner rolls before appetizers.
- Ask necessary modifiers: steak or burger temperature, sides, sauces, and salad dressings.
- Record orders by seat number so food runners know exactly where each plate belongs.

Suggested greeting

"Good evening! Welcome in. My name is [name], and I'll be taking care of you. May I get your member number? Can I start you with something to drink?"

05 POS & Kitchen Communication

- Select the correct table on the POS seating chart and enter each item under the correct seat.
- Ring appetizers separately and send them first when appropriate.
- Check every modifier, side, sauce, dressing, and cooking temperature before sending.
- Select Send, review the ticket, and confirm with OK to submit the order to the kitchen.
- While food is being prepared, refill drinks, clear finished items, and stay available to guests.
- Food runners deliver dishes. Verify plate placement and accompaniments; avoid calling out dishes to the table.

06 During the Meal

- Check back after approximately three bites or three minutes to confirm everything tastes right.
- For steaks, specifically verify the requested doneness.
- Clear finished plates as the meal progresses without making guests feel rushed.
- When dinner guests are around 75% finished, offer dessert menus.
- If dessert is ordered, ask whether it will be shared and bring the appropriate number of spoons.
- Aim to clear finished plates before presenting the check.

07 Afternoon Round, Brunch & Banquets

Afternoon Round

Afternoon Round generally serves golfers and members gathering in the card room or grill room, including mahjong groups on certain days. Focus on drinks, small bites, table awareness, and steady service without interrupting members' activities.

Sunday brunch

Sunday brunch is part of the 19th Hole service operation. Review the current brunch setup, menu, station assignments, and timing with the shift leader before service. This edition does not prescribe unverified buffet or brunch-specific procedures.

Banquet events

Banquets require coordination beyond normal restaurant service. Confirm the event timeline, setup, staffing, guest count, service sequence, and breakdown responsibilities with the event lead. Follow the event-specific plan rather than assuming standard dining-room procedures apply.

08 Closing & Team Handoff

- Continue attentive service until members have finished; avoid visible closing activities that make guests feel pushed out.
- Clear and reset tables as directed and return service items to their designated places.
- Complete assigned cleaning and station restocking.
- Communicate unresolved guest requests, special situations, and remaining tasks to the Manager on Duty.
- Confirm closing responsibilities with the shift lead before clocking out.

09 Quick Service Checklist

- Before service: clock in; review sections, reservations and tee times; set tables; stock bar and service stations.
- At the table: greet; collect member number; offer beverages; take orders with seat numbers and modifiers.
- At the POS: verify table and seats; send appetizers appropriately; check tickets before confirming.

- During service: monitor beverages; coordinate runners; check after three bites or three minutes; pre-bus.
- Finish: offer dessert; confirm sharing spoons; clear plates; close discreetly and complete assigned tasks.

10 Training Notes & Manager Verification

This guide is designed as a useful training artifact and reference, not a substitute for management direction. Before operational use, confirm current menu and draft pricing, food safety and alcohol-service policies, payment and check procedures, reservation practices, opening/closing assignments, brunch details, and banquet-specific workflows.

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