

05.03.2020 – additional requirements (e.g. face masks) may be required as part of COVID-19 pandemic operating requirements. Additional guidelines may be provided and will supersede requirements below.

Food and Beverage Dress Code - Front of House

Uniforms

- Must be approved uniform for your area.
 - Bottoms – typically black dress pants (Worthington brand is recommended) for the inside dining areas, and Bermuda (e.g. knee length) tan shorts for outside areas. Leggings are not permitted.
 - Tops – provided for each area.
- Uniform must be clean & free of wrinkles, shirts should be tucked in, all buttons fastened except for top collar button, sleeves are to be rolled down in all dining areas, including cove bar.
- Report to work in full uniform prior to leaving your car. This includes having hair in a manner acceptable to health code (stated below).
- Shoes - Black non-slip shoes for Inside shifts. Plain color sneakers for Outside shifts.
- Clean apron for each shift. If unable to wash at home, spot cleaning must be done before arriving to work.
- Name tag, wine key, pens, sever pad must be on your person when shift begins.

Appearance

- Hair
 - Hair must be put in a back braid or bun during all shifts. Side braids are not acceptable.
 - Hair must be out of face.
 - Ponytails are not acceptable.
 - No noticeable unnatural hair colors or highlights.
 - Men's facial hair must be neatly trimmed (clean shave lines and hair no longer than 1/8-inch) at all times, patchy or messy hair is not acceptable. Management holds discretion to have the individual shave at anytime if facial hair does not meet Club standards.

Food employees shall effectively restrain hair or wear hair restraints such as hats, hair coverings or nets, beard restraints, and clothing that covers body hair, that are designed and worn to effectively keep their hair from contacting exposed food; clean equipment, utensils, or linens; or unwrapped single-service or single-use articles.(Ohio Health Code - 3717-1-02.3)

- Jewelry
 - One ring per hand. One simple watch.
 - No dangling earrings
 - Any facial jewelry should be replaced with a small clear stud.
- Nails
 - *Updated 10.7.2020* – painted, acrylic, or gel nails are permitted with earth tones. When working around food when there is potential to contaminate food (e.g. preparing desserts) gloves must be worn. Management maintains the right to “deny” a nail color if felt to be distracting.
 - Keep nails neat and trimmed.
 - Chipped nail polish must be removed.

Food employees shall keep their fingernails trimmed, filed, and maintained so the edges and surfaces are cleanable and not rough. Unless wearing intact gloves in good repair, a food employee may not wear fingernail polish or artificial fingernails when working with exposed food. (Ohio Health Code - 3717-1-02.2)

- Tattoos – Management reserves the right to require employees to cover tattoos if they are deemed to be excessive, offensive or discriminatory, and/or distracting to the customer experience.

*No cell phone use during shift. If on break, cell phones may be used in employee area only.

*Employee is allowed one smoke break per shift and must be cleared with supervisor and/or manager. Breaks will last no longer than 5 minutes.

SIGNATURE: _____

DATE: _____

Bartender

Reports to: Bar Supervisor, Director(s) of Operations

Position Summary: Responsible for serving beverages to members and their guests and making beverages for servers. Assist Operations Managers in filling liquor requisitions and restocking beer and wine inventories.

Experience/Requirements:

- Previous bartending experience required.
- Ability to memorize drink recipes.
- Must be able to speak, understand, read and write in the English language.
- Strong interpersonal skills and ability to work as part of a team.
- Ability to work nights, weekends, and holidays.

Core Responsibilities:

- Inventory control of liquor in his or her individual bar.
- Maintain adequate inventory.
- Follow drink recipes and use jiggers.
- Serve food to bar customers and provide customer service to members and their guests.
- Responsible for party bar set up and break down including checking in liquor after each bar.
- Ensure alcohol is served responsibly to customers as allowed by law and according to Company policy.
- Maintain sanitary work area.
- Handle cash at times and responsible for any cash shortage.
- Responsible for doing various computer functions at the end of the night.
- Maintain a friendly attitude toward co-workers and guests at all times.
- Restock glassware and bar supplies, wine and beer at end of shift

Minimum Physical Job Requirements:

- Ability to lift up to 50 pounds in weight.
- Possess ability to bend and kneel.
- Ability to stand and exert high energy for periods of up to four hours in length.
- Retain sense of balance while lifting and carrying upon your shoulder, a 25 pound tray.

Dining Room Operations Intern

Reports to: Director(s) of Operations

Position Summary: This position assists the Director(s) of Operations to greet customers as they are seated and helps to provide smooth, efficient bar and food service.

Experience/Requirements:

- Ability to communicate in the primary language (English).
- Experience is preferred but not required.

Core Responsibilities:

Pre-Opening:

- Write specials on board along with upcoming events.
- Input specials in computer and check prices.
- Assign pagers.
- Inspect opening side work for both kitchen and dining room.
- Inspect all tables for cleanliness, being level and spaced correctly.
- Check with staff individually to be sure they understand the specials.

Open:

- Greet members and get initial cocktail order, if needed.
- Observe servers for table acknowledgment, overload and assist when needed.
- Assist in setting hot food.
- Communicate consistently with the Director(s) of Operations as tables become available.
- Present check if needed.
- Comply with Club policies & procedures regarding safety and report all safety concerns immediately.
- Keep staff moving and always on a task.
- Anticipate guests' needs during the entire experience with us, taking a proactive approach to fulfilling those needs.

Closing:

- Assist management on party setups.
- Check with servers for close outs.
- Ensure closing side work is completed for both kitchen and dining rooms.
- Inspect with bussing areas for cleanliness.
- Responsible for final walk-throughs in dining rooms and kitchen.

Minimum Physical Job Requirements:

- Must be able to stand and exert fast-paced mobility for periods of four (4) hours or longer.
- Must be able to lift and carry trays of 15 pounds or more.

Follow Ups:

- Participate in a 60 & 120 day review to determine aptitude with position and future avenues of growth
- This list of responsibilities are not exhaustive. As a supervisor, the roll will develop overtime with the assistance of the Director(s) of Operations

Dock Shop Attendant

Reports To: Director of Retail, Director(s) of Operations, Executive Chef

Position Summary: This position will interact with members to promote sales and upcoming club events while providing a convenient retail outlet for merchandise including food selections.

Experience/Requirements:

- Retail experience required.
- Able to effectively communicate using the English language.

Core Responsibilities:

- Rotate inventory and responsible for end of month inventory.
- Clean store which includes sweeping and mopping the floors and dusting shelves.
- Restock shelves with product as needed.
- Communicate product shortages and needs to management.
- Post daily market happenings and specials.
- Rotate retail clothing items weekly.
- Organize storeroom.
- Remove empty boxes and trash emptied each day.
- Clean windows daily.
- Rotate food products as needed.
- Prep food offerings daily as written on prep sheet.
- Make coffee and popcorn as needed.
- Maintain outside of building and picnic areas, i.e. pick up trash, wipe down all tables and chairs.
- Report any building safety or maintenance needs..
- Interact with members and make sure to promote all new items available for sale.

Minimum Physical Job Requirements:

- Able to lift up to 25 pounds.
- Able to be on feet for four (4) to eight (8) hours a day.

Food Expeditor

Reports to: Executive Chef, Food & Beverage Manager

Position Summary: This position maintains food quality standards by overseeing the food production process between the kitchen and the restaurant. The Expeditor communicates with the culinary team, servers, customer service team and management to ensure guest satisfaction. The goal of this position is to ensure the accuracy, high quality and speed of the meals for our membership dining in our restaurant.

Experience/Requirements:

- Minimum of one-year experience in restaurant industry required
- Ability to multi-task while staying organized in a fast-paced environment
- Excellent communication to effectively lead and direct people
- High school diploma or equivalent; degree in hospitality or relevant field appreciated
- Able to speak, read, write and understand the English language
- Ability to become ServSafe certified

Core Responsibilities:

- Communicate efficiently and professionally with servers, customer service assistants, food runners and managers to ensure flow of food service
- Supervise the quality of food being served for the accuracy, presentation, and temperature
- Coordinate cooking times for appetizers, salads and entrees with line cooks and pantry department in high volume kitchen to ensure the highest quality standard of food is delivered
- Manage and communicate re-cooks, food allergies and special-order requests
- **Involved in food preparation**
- Know the facility and menus in order to be informative for staff, members and guests
- Maintain consistent organization of table tickets in expo station to keep flow of service
- Set up workstation following sanitary procedures at beginning of shift and break down at the end of the night
- Assist in kitchen clean-up following sanitary policies
- Comply with Club policies and procedures regarding safety and must report all safety concerns immediately
- Able to complete other duties as assigned

Minimum Physical Job Requirements:

- Ability to reach, bend, kneel, stoop, lift and carry trays up to 40 pounds or more in weight
- Ability to stand and exert high energy and mobility for periods of up to four (4) hours

Server

Reports to: Director(s) of Operations

Position Summary: This position is responsible for coordinating the entire station and communicating with the FOH and BOH personnel to provide an exceptional dining experience by processing guests' orders and ensuring all items are prepared properly in a timely fashion to promote guests' satisfaction through the end of service.

Experience/Requirements:

- No additional education required.
- Ability to perform simple mathematical calculations.
- Possess the desire to learn the art of service through a friendly, outgoing personality.
- Must be able to speak, understand, read and write in the English language.

Core Responsibilities:

- Ability to serve more than one table at a time.
- Ensure guests are met within one (1) minute of seating, providing water and clearing any extra place settings if not already completed.
- Inform guests of food specials and any menu changes while offering suggestions regarding food, beverages and service.
- Responsible to have food and beverage orders within five (5) minutes, relaying the order to kitchen staff through the POS system to ensure guest satisfaction with food and service.
- Communicate with expeditor or chef as to special orders and compliments. Entrees will be started as soon as ticket has been entered in the computer.
- Serve courses from kitchen and service areas promptly when pager goes off, garnishing items with proper presentation prior to serving as needed.
- Observe guests to ensure that they are satisfied with the food and service, responding to any additional requests and determine when meal has been completed.
- Check tables three (3) times during the meal. Servers must also use guest's name at least two (2) times during the meal.
- Total bills, present check and inform guest of at least one (1) upcoming event.
- Remove soiled dishes and silverware from table upon conclusion of each course and reset with clean as needed for each course.
- Stock work stations.
- Clean and reset vacated tables.
- Comply with club policies and procedures regarding safety and report concerns immediately.
- Complete party set ups and breakdowns

Minimum Physical Job Requirements:

- Retain sense of balance while lifting and carrying upon your shoulder, a 25 pound tray.
- Possess ability to bend and kneel.
- Ability to stand and exert high energy for periods of up to four hours in length.