

RESERVATIONS

Reservations will be taken for Dining Room casual dining, fine dining, and Sunday brunch.

Reservations will be taken no earlier than 30 days in advance of a requested date.

Reservations will not normally be taken for parties of more than 14. When an exception is made and a reservation is allowed for a party of more than 14, the Dining Services Manager and Chef will coordinate a set or limited menu for the member.

Taking the reservation

Answer the phone in three rings. Use a pleasant tone of voice to communicate your desire to help.

Answer the phone with a smile and “Good Morning/ Afternoon/ Evening, thank you for calling the Dining Room, this is (your name), how may I help you?” Smiling while talking on the phone will actually enhance the pleasantness of your voice.

If you must place the member on hold, say “(Mr./Mrs. (member name), may I place you on hold for a moment?”

- If the answer is yes, say “Thank You” and place the member on hold.
- If the answer is no, continue with the call.
- Note: It is important to get the name of the caller first, so that you may address him/her by name during the rest of the call.

Obtain all necessary information: day/date of reservation, time, number in party, phone number, and member number.

Ask for special needs, accommodations, or if the member is celebrating a special occasion.

Quickly read back the information you have taken to ensure all information is accurate.

Thank the member for calling.

Initial the reservation in the book and note the date taken, for example, *PT, 8/27*.

During the conversation use the member’s name at least 3 or 4 times. Avoid the use of slang expressions. Use words like “certainly” and “my pleasure” instead of “no problem” or “OK.”

No guarantees

When special requests are made, it is important to tell the member that we will do everything in our power to meet his or her special request, but that we cannot guarantee the table of choice, or the dining room of choice, etc. This is important to maintain operational flexibility should the situation warrant.

Large Parties without Reservations

While most members with larger parties will call for reservations, periodically a large party will show up at the door without a reservation.

(Continued on Reverse)

Service Tip of the Day

As your members and guests comment on the quality of the food, make sure you pass any compliments on to the kitchen staff. These fellow workers labor hard in a fast-paced and difficult environment to produce truly outstanding food. The only feedback they get for their efforts are those that you pass on.

If you should receive a complaint about anything you have served, pass it on to the Chef or Sous Chef. Try to be as specific as possible to help them correct any problems.

Liqueurs and Cordials

The terms cordial and liqueur are synonymous. Cordials are alcoholic beverages prepared by mixing and redistilling various spirits (brandy, whisky, rum, gin or other spirits) with certain flavoring materials, such as fruits, flowers, herbs, seeds, barks, roots, peels, berries, juices, or other natural flavoring substances.

Cordials differ from all other spirits because they must contain at least 2½% sugar by weight. The sugar may be beet, maple, cane, honey, corn or a combination of these. Between 2½% and 10% sugar content, the product is still not very sweet and may be labeled as “dry.” Most cordials contain up to 35% of a sweetening agent.

Proprietary Brands - There are a number of world-famous specialty liqueurs that are produced under closely guarded secret formulas and marketed under registered trademark brands. These liqueurs are made in each case by only one house. Most have centuries of tradition behind them and have become household names.

Ensure that you know the names and price points of all specialty liqueurs carried by your establishment. They are one of the easiest ways to offer your members a wonderful final complement to their meal and increase the check at the same time.

RESERVATIONS, Continued

In this case, you should do everything in your power to accommodate them gracefully by:

- Attempting to find or pull together tables of sufficient size for the party,
- Finding an alternative location to feed the group, such as a Private Dining Room or the bar, and
- Checking with the Chef as to availability of menu items.

Given the difficulty of quickly serving such large parties, the host or hostess should suggest a limited-choice menu to the group leader.

Selling special services

When taking a reservation, there is an opportunity to provide a greater degree of service to the member and possibly sell additional services. By paying attention to what the member is saying, you may pick up on opportunities to add services.

Ask the member if there is anything special we can do or provide to his or her party, such as provide a birthday cake, a flamed dessert, a podium with microphone, wine with the meal, or a private dining space.

A simple inquiry could lead to increased revenue from the reservation, but more importantly from our members' viewpoint; a higher level of service and personal attention is offered.

Reservation confirmation

A day or two before any reservations, the host or hostess or other designated employee will call and confirm each reservation.

- This provides another opportunity to offer special services.
- If the reservation is no longer needed, graciously thank the member for thinking of us, and express the hope that we may serve him or her in the future.

You Make the Call!

What beverages would you suggest in the following circumstances?

1. "My wife is having the Sole Meunier and I'm having the Chicken Cordon Bleu. We'd like to share a bottle of wine, what would you suggest? We prefer something on the drier side."
2. "Today is our anniversary - we've been married ten years - and we want to make our evening special."
3. "I want something, but I don't know what - something to go with this cigar that I'm going to smoke on the verandah."
4. "Before we start our meal, we'd like to have the smoked meat and cheese sampler as an appetizer. What wine would you recommend to accompany it?"
5. "What a great meal! Now for some dessert. What goes well with dessert?"

1. A California Chardonnay would be nice. 2. Your best Champagne 3. A nice glass of fino Port 4. A well-chilled Moselle wine from Germany 4. A snifter of cream sherry, perhaps Harvey's Bristol Cream

D a i l y R e v i e w

- Specials
- Appetizers du Jour
- Wines by the Glass
- Specialty Drinks
- Menu tasting
- Espresso/Cappuccino
- Desserts du Jour
- Reservations
- Special Parties
- Upcoming Club Events