



Training Plan Outline for our Food and Beverage Trainees 12 months

Food and Beverage

24 Weeks

Service

The overall goal of the Food and Beverage Training program is to initially provide individuals with American standards of service to enhance their own knowledge and experience. After an introductory period with Frenchman's Creek, the individual will be evaluated by their manager(s), captains, and peers. This initial evaluation will allow Frenchman's Creek to make a course of action that will allow each individual to gain the most knowledge and experience based on their initiative and willingness to progress. Frenchman's Creek will not provide advancement from one level to the next without the individual demonstrating that they are a team player and, they are looked upon by the manager(s), captains and their peers as someone who they look to as a leader.

Individuals who do not show the initiative to move into an entry level supervisory position will be assessed as to what their overall goal is. This will allow Frenchman's Creek to provide them with the additional training needed to allow them to advance in their careers. This additional training may include training on body language, communication, appearance, and what to improve upon. This individual will again be evaluated by their manager(s), peers, and captains for improvement.

If the individual does not want to reach another level of skills and is comfortable in the position he/she is in, Frenchman's Creek will provide him/her with the additional training and/or guidance to adjust their training program to gain experience to assist them on their career paths.

The individuals who receive high marks from the manager(s), peers and captains, will receive training as a captain or entry-level supervisor. The following areas will assist these new supervisors in advancing their career.

During this training period, the individuals will assist the restaurant managers and other captains in conducting the daily line-ups with staff before the restaurants open. During the line-ups, the captains inform the staff as to procedural changes or common errors to reduce or eliminate the problems in the future.

This form of communication will allow the new supervisor to learn how to effectively communicate with the staff. If the new supervisor cannot speak with the staff, he/she can lose the respect he/she earned before advancing. The daily meetings allow individuals to gain experience and confidence in public speaking on a small scale. This also provides an invaluable tool as to the importance of inter-office communication among all departments, staff and management.

Entry-level supervisors will also learn that becoming management is not standing in the back and watching. Hospitality management is a hands-on approach. It demonstrates to the customer, and other staff, that there is a degree of commitment from all levels to ensure the highest level of service is met. This type of management demonstrates the importance of teamwork

The entry-level supervisors/captains will be given blank diagrams of restaurants and given the opportunity to develop seating guides. These seating guides change accordingly to the type of function taking place and the number of reservations and sizes of parties in the reservation book. These diagrams will then be given to the manager for review and constructive remarks as to how to improve traffic flow for members, guests, and staff.

The senior trainees will learn the importance of documenting the customer preferences. With the information gathered, the trainees will learn how to enter it into the computer system and how it will benefit the servers and other trainees in providing excellent customer service.

With learning the preferences, the senior trainees will assist the other trainees, learn where to locate the information and assist the others in their station and how to utilize the information received.

As required by law, any person who will be handling food will go through a 4 hour Food Handlers Safety Certification Course. This course will be held on site and conducted by one of our certified trainers.

It does not matter which position a person starts in to begin to grasp the following concepts which will assist them in furthering their careers. The first concept is that of easy to do business with. This is the concept that made America as the leader in the service industry. This concept is not only vital in the hospitality industry but in all service fields. Easy to do business with means whatever it takes to get the job done and done correctly. Part of this training is placed on communication and language skills. The individuals will learn to reply with positive responses to customers requests. If the experience of the customer is not satisfactory, then it will be considered worthless and the business will be lost.

Adding value to the experience is a key lesson to be learned during the training program. This is looking through the customer eyes and providing them the service which will please them the most to provide the experience for repeat business. The trainees need to learn to evaluate the entire consumption experience: from the arrival to the departure from the very first inquiry to ask about the product to the follow-up after the sale of the product. Adding value is learning that each customer is different and each need, desire, and expectation of the same product is different and how to make the experience the best experience for each person.

Adding value for the customer the individual will learn that this concept is also learning to eliminate the customer's sacrifice. The customer's sacrifice is the unnecessary wait to be served. What can be provided to the customer to begin their experience during the wait? Adding value lesson is with the PIES concept – Physical, Intellectual, Emotional and Spiritual – this is the subjective thought process of the consumer in what makes an experience great or worthless.

FOOD & BEVERAGE ADMINISTRATION

12 Weeks

Food and Beverage Administration training will consist of training in the following areas:

Catering, Reservations, F&B Front Office, Reception

Catering training will begin with learning reservations for meeting rooms and how to move meetings from one location to another with the smallest impact of inconvenience for the customer. As in all areas of training, the individual will learn service standards expected for that specific area. They will also learn how the set up required for the meeting rooms i.e.: audio/visual, computer, overhead, coffee, note pads, pencils. The meeting signs will be made and posted and all interested parties contacted.

Frenchman's Creek does a high volume of catering and special events within the property of Frenchman's Creek. During this training, there will be special attention paid to communication. The individual will shadow the Director of Food and Beverage in the event planning meetings with the customers and learn which questions to ask, how to ask them, to ensure that the function will happen as the customer envisioned it. The trainee will then assist with the set-up and breakdown of the event. This will allow the trainee see how the function runs from beginning to end.

During this time period in catering, the individual will also learn how the etiquette tournament events both golf and tennis from set-up and breakdown; what can / cannot be done during the course of the game in respect to refreshments and mannerisms.

F&B Front Office based on the individual's previous computer skills, there may be a rotation through this area. The individual will be trained on the following computer software programs: Excel, Word, PowerPoint, Publisher, and JONAS. The training here will assist them with menu presentation, special events posters, fliers, and notices. The training will involve staff scheduling to ensure coverage in all areas of the Food and Beverage Office. Customer service training will include handling customer inquiries and problems.

Reception the training in this position will consist of greeting the members and guests as they arrive in the clubhouse. This position is essential as it is a first contact with our members and their guests. The training here will be provided as to where to locate club information to assist the members and guests with questions or concerns. They will be trained on the service standards of Frenchman's Creek's proper telephone etiquette. The individual will learn scheduling.

Reservations the reservations training will consist of learning the capacities of the restaurants. How long it takes to turn a table after seating someone to ensure that all customers who wish to have dining experiences can receive them. It will also instruct on how to handle soliciting a member to take reservations in another restaurant, if the restaurant they wished to dine is filled to capacity. This position will also coordinate with the catering department as to special events and functions within the clubhouse. This individual will also be cross-trained in reception and F&B Front Office. Dependent on the nature of business the reservationist may also receive training in

our golf reservation system, tennis reservations for court times and tournaments, and fitness spa for reservations with our message therapists, personal trainers, and instructors. There will be training on the computer to in Jonas, Excel, Word, PowerPoint, and Publisher. The individual will learn policies and procedures on cancellations, no shows, and shows without reservations.

FOOD & BEVERAGE OPERATIONS

8 Weeks

This time period allows the trainee to put all his/her skills, experience and knowledge into a practical situation as their own restaurant this theme night or gala function is known as International Theme Night. The International Theme Night will be run by the trainees as they will be utilizing all their skills and experience into this two night event. The trainees will begin approximately 4 – 6 weeks prior to the event to begin the planning stages. The trainees will coordinate with the Executive Chef, Catering Manager and Club House Manager as to the requirements needed for the event. With the Executive Chef, they will work with him as to the food items required for the preparation of the meals and the plating guidelines. The trainees will work with the purchaser and learn when to place the order for the food items, how to place it and how to negotiate costs. The trainees will learn how to market this function with displays, fliers and menu creating. The individuals will plan the layout of the restaurant to maximize both seating and optimum enjoyment for the membership. The trainees will take reservations for the event along with follow-up calls to confirm reservations and policies to follow with No Shows during night of the event and Walk-ins with no reservations. The trainees will coordinate with the catering manager for any decorations or special accommodations required for the events from types of linens, special china or flatware needed in the food service.

Club Facilities

8 Weeks

During this time period, the individual will gain experience in training in various aspects of club management. Rotations can include Cabana service, housekeeping and laundry. In Cabana Service the individual will gain experience working with housekeeping, laundry and beach services. They will oversee the cleanliness of the cabana ensuring all supplies – towels, lotions, soaps, shampoos are in stock and available for membership. They will be responsible for the inventory of products and placing requisitions of required supplies. Cabana service also maintains the service standards on beach side service. This includes cleanliness of beach, setting up of chairs, umbrellas, and tents and assisting membership on the beach. All aspects of training in this capacity include how to identify and resolve issues regarding the aesthetics of the appearance of the building, linens, rooms, etc...The individuals during this time will learn how to look at the building to identify problems for example – marks on the wall, who to report it to and what actions need to be taken; soiled linens after washing what can/should be done, and inventory of linens.

This training program is not exclusive, individuals may progress at different levels and may exceed this program and be introduced into other avenues of the club which may include: cost accounting, purchasing, human resources and/or accounting. Training in these areas are not guaranteed it will be dependant on the individual.

Additional Classroom Training Seminars

From November through May, all trainees are required to attend classroom style training. These training courses may vary depending on interest. We have developed 1 – 2 hour classes held once a week on Frenchman’s Creek property. The individuals are evaluated as to the participation in the classes as well as their attendance. The schedules are posted in January.

Basic Safety training	Purchasing / Cost Control
Interviewing Skills	Golf Course Overview
Differences between Clubs and Hotels	F&B Budget Accounting
Finance & Accounting	Staff Scheduling
Wine & Beverages	The Game of Golf
Fitness / Spa services	Catering
Communication	Team Building
Property Owners Association Services	Developing Job Descriptions
Payroll	

OBJECTIVES OF TRAINING:

The main objectives of the program for the trainees are:

- To provide trainees an overview of country club operations from the perspective of food and beverage service.
- To provide an in-depth training and work experience in the food and beverage department, demonstrating to the trainees the unique characteristics of country club food service operations, and, in turn, providing our members with the highest quality service.
- To assist in the career development and confidence of the trainees by providing solid training and work experience in different types of (including international) menu services.

ON-THE-JOB TRAINING

The skill and confidence necessary to provide the highest quality service in most areas of the club- especially in our food and beverage department – is gained only through repeated performance of the tasks intrinsic to the position, and exposure to the broadest possible variety of food and beverage service.

ORIENTATION OF THE TRAINEE

Trainees will be provided with an information packet including important phone numbers, do’s and don’ts of living in the United States, information on applying for a drivers license, information on local events, a copy of the current issue of the employee newsletter.

The trainees will be met at the airport, and since we are providing housing for the trainees, they will first be oriented to their living quarters and then given a schedule for the workplace orientation and training.

If an individual is interested in obtaining a drivers license, we will provide them transportation to the driver's license bureau to take the test.

There will be a three day orientation scheduled. During this time, the trainees will be taken to social security office to apply for their social security cards. Drug screening will be conducted. Uniforms will be issued. Policies and procedures will be covered. An orientation of the philosophies and an introduction to all the department heads will take place during the orientation. Following these three days, the individuals will go through 2 weeks of classroom, hand-on training, shadowing of current staff members, then they will have practice with staff members before the club opens to the membership.

Cultural Activities

In keeping employee morale high, Frenchman's Creek has a kick off the season party to welcome new staff, returning staff, and existing staff into the new season at Frenchman's Creek. We also have a holiday party. Frenchman's Creek will provide transportation to and from the holiday party for the trainees. During the season there may be other get togethers such as bowling parties, local cruises, pizza parties, and an end of the season party to thank everyone for their efforts during the season.

With Frenchman's Creek being situated in Palm Beach County, we are within bike ride distance to the Atlantic Ocean and beaches. Within Palm Beach Gardens, there are shopping malls, restaurants, movie theatres, IMAX theatres, Roger Dean Sports Complex winter home of the St. Louis Cardinals. If music is more to the individuals liking, we are within 30 minutes of Mars Music Amphitheatre and the Kravitz Center for concerts. We are located approximately 2.5 hours south of Orlando and Disney World, Universal Studios, and SeaWorld. We are located approximately 4 hours north of the Florida Keys and 3 hours north of Miami.

Caren Akers
Director of Human Resources

Acceptance Signature for

Date