



Oklahoma City Golf and Country Club
Internship Information Manual
Summer 2019

Oklahoma City Golf and Country Club Employee Purpose

You will find the statements below around the building as a reminder of why we are here

Employee Core Values and “STANDARDS”

Service First
Teamwork
Attitude
Noteworthy
Driven
Accountable
Rewarded
Diligent
Successful

Mission Statement

Who are We:

Passionate Professionals Striving for Excellence in Service

What are We:

Families Serving Families

Where are We:

The Country Club Where Everyone Wants to Be

Why are We Here:

Striving to Be the Best Part of Everyone’s Day

Vision Statement

Exceeding Expectations of all those around us while maintaining the highest level of service and prestige for each and every position.

About Oklahoma City Golf and Country Club

In 1911, 300 Oklahoma City residents subscribed to become charter members of a new country club, the Oklahoma City Golf & Country Club. One hundred and sixty acres were acquired at Western Avenue and N.W. 36th Street and a clubhouse and golf course were constructed and opened in 1912. The Club moved to its current Nichols Hills location in 1930, and in subsequent years continued to expand and improve its facilities and amenities. Featuring one of Oklahoma's finest golf courses, a scenic and challenging Perry Maxwell design, the club offers a complete private club experience, including dining and banquet facilities, indoor and outdoor tennis, state-of-the-art fitness center with spa services, and a full service aquatic center. Oklahoma City Golf & Country Club has been catering to its membership for more than a century, truly establishing a Tradition of Excellence.

Today, with a membership of over 1,100 families, the large English Tudor-style clubhouse and surrounding golf course is still the setting for championship golf tournaments for men and women, tennis tournaments, celebrations, balls, holiday festivities, debutante debuts, parties, wedding receptions, dinners and lazy summer afternoons at the swimming pool. Even as the Club is known for being the center of social life, it is also the local neighborhood bar, restaurant, and family entertainment.

Another great source of information is the great video that was created to celebrate the Club's Centennial; it can be found on the club's website www.okcgcc.com

2019 Special Summer Projects

1. Swim Team Coordinator
2. Employee Yearbook Editor
3. Menu Matrix and Engineering
4. Labor forecasts and budgets
5. Boomerang Butler Service
6. Summer Social Media Coordinator

Summer Activities/Events

Memorial Day – while the pool opens the Saturday before Memorial Day, Memorial Day is the official summer “kick off party.” We’ll have families coming in around 11 and staying all afternoon/evening. There are games for both kids and adults throughout the afternoon and a buffet for dinner that evening.

Movie Night – Each Friday the club hosts an outdoor movie by the pool. A large screen is set up and an animated movie is played for the kids starting at dusk. The first one of the year is a “drive in” where golf carts are brought around from the golf course and parked in the lawn for a “drive in movie experience.” The drive in movie typically occurs during the opening weekend of the pool.

Saturday Nights - Saturday nights are a unique experience at the pool. Starting at 4pm on Saturday our “Triple Double” deal begins; meaning \$2 club specials, \$2 domestics and \$2 hamburgers. Needless to say this has become quite a popular event and Saturday is normally the busiest night of the week.

Pizza Night- Sunday nights at the pool we feature our house made wood fired pizzas poolside. We position our pizza oven trailer on the pool lawn and cook pizzas to order. This is a great family night at the pool with delicious pies!

Boomerang – Boomerang is the Club’s biennial member guest tournament. This year it begins June 6th and goes through the 9th. There are parties Wednesday, Thursday and Saturday night; with the golf events taking place in the daytime.

July 4th – One of the “Big Three” summer holidays, July 4th, like Memorial Day is an all-day affair with families coming early and staying all day. While we do put out a buffet that evening, since we are not able to do a fireworks show at the club some of the families leave to watch firework displays elsewhere.

Labor Day- The closing celebration of the pool! We have festivities through the weekend capping it off with our famous 60 foot ice cream sundae for the kids on Labor Day. Water and lawn games for the kids, large inflatables, and competitions keep the kids entertained for the weekend.

The Rotational Internship

Position Description Summary:

The Intern rotates through all club departments learning the day to day operations. They will assist the Clubhouse Manager in coordinating all summer programs including Kids Camp. They will maintain order and cleanliness of the Club facilities daily. Banquet and Club Functions, a la Carte Dining, Pool, Kitchen and Bakery, Locker Room, Bar and Beverage Cart, Housekeeping, Security, Membership, Accounting, Grounds, Maintenance, Golf and Greens, Fitness, and Tennis Operations are other areas that the Intern will rotate through.

Responsibilities, Essential Functions, Relationships and Operational Expectation

- Arrives on time and works throughout shift. May be required to work additional hours as requested by management.
- Inspects all equipment daily for proper appearance.
- Handles member/guest complaints and problems.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Maintains control of food and beverage checks.
- Assists with monthly bar inventory and controls.
- Assist Clubhouse Manager in the scheduling and planning of all family activities including Kids Camp.
- Assist Swim Team Coach with Home Swim Meets.
- Inspects all dining areas to ensure proper maintenance of a clean and orderly area.
- Assures that pre-opening and closing cleaning tasks are assigned and completed as required.
- Inspects rooms and food pick-up areas for sanitation and safety issues.
- Serves food and beverage.
- Clears and resets all tables.
- Assists with daily set-up and break down of all banquet rooms.
- Greets members and guests.
- Suggests when additional service supplies and small equipment is needed.
- Works with all staff on a regular basis.
- Assumes various roles in all areas of Food and Beverage service.
- Maintains Pool, Snack Bar, Terrace, and Bar cleanliness and sanitation.
- Performs other duties as assigned.

Internships are completed through the summer and include a rotation with all of our Club Department Heads in:

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|-------------------------------------|---|
| • Food & Beverage | • Marketing & Communications |
| • Culinary | • Accounting |
| • Catering | • Human Resources |
| • Purchasing & Receiving | • Golf Pro Shops |
| • Agronomy | • Tennis Pro Shop |

Departmental Objectives

Food and Beverage

- i. Understand and practice the club's service culture
- ii. Pass menu exams and be knowledgeable about the club's F&B programs
- iii. Menu costing and placement
- iv. Understand labor budgets and utilize forecasts to adhere to our financial goals
- v. Understand beverage cost and inventory procedures
- vi. Understand F&B structure and organization
- vii. Understand the difference in banquet service and ala carte service

Culinary

- i. Complete rotation in the banquet kitchen and ala carte kitchen
- ii. Understand and practice proper sanitation
- iii. Understand the requisition procedures for ala carte dining and banquets
- iv. Practice basic kitchen prep and kitchen safety
- v. Work with the sous chef to understand prep schedules and quality controls

Catering

- i. Meet with the event director and coordinator
- ii. Understand Banquet Event Orders
- iii. Participate in client meetings with the event director
- iv. Understand banquet forecasts and budgeting
- v. Participate in the setup, execution, and breakdown of banquets

Purchasing and Receiving

- i. Work with the club's purchasing agent to understand the ordering process
- ii. Fill requisitions and see them to the appropriate kitchens
- iii. Understand how to check for quality in products entering the building
- iv. Understand how invoices are coded
- v. Learn and practice proper sanitation, safety, and rotation of items
- vi. Understand inventory procedures
- vii. Tour of Ben E. Keith distribution facilities

Agronomy

- i. Work with the golf course superintendent to gain basic agronomy knowledge
- ii. Learn about our cultural agronomic practices
- iii. Understand our playability standards

Marketing and Communications

- i. Identify target markets within the club
- ii. What are the standard marketing procedures at the club
- iii. Social Media presence
- iv. Create marketing materials for summer events

Accounting

- i. Understand basic accounting functions and positions within club accounting
- ii. Understand the budget process and review the budget with the controller
- iii. Understand how to read and breakdown basic financials
- iv. Learn the basics of a Balance Sheet, Income Statement, and Cash Flow Statement

Human Resources

- i. Learn the basic functions of a Human Resource director at the club
- ii. Understand issues Human Resource directors are responsible for
- iii. Understand Hiring, On-Boarding, and termination processes for employees

Golf Pro-Shop

- i. Learn and understand the functions of a golf shop
- ii. Identify the differences, positive and negative, to Club vs. Pro Owned Shops
- iii. Learn how shops are merchandised, mark-ups, and understand special buying programs
- iv. Observe a private golf lesson with a golf professional
- v. Understand the service standards for the outside golf staff
- vi. Practice the opening and closing functions with the outside golf staff

Athletic Center

- i. Learn and understand the functions of the athletic center
- ii. Observe a tennis lesson with a tennis professional
- iii. Assist in the opening and closing procedures of the athletic center
- iv. Understand the operations of the athletic center front desk

The Managerial Internship

Position Description Summary:

The Intern assists the Assistant Manager/Pool Manager with the day to day supervision of the pool operations to ensure the safe operations of the pool for the enjoyment of members and their guests. Manage all swim and family activities for the Club. They will maintain order and cleanliness of the Club facilities daily.

Responsibilities, Essential Functions, Relationships and Operational Expectation

- Assists the Assistant Manager/Pool Manager with the daily supervision of the pool to include: snack bar, cabana attendants, lifeguards, and bartenders. This includes opening and closing of the pool daily.
- Arrives on time and works throughout shift. May be required to work additional hours as requested by management.
- Inspects all equipment daily for proper appearance.
- Handles member/guest complaints and problems.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Maintains control of food and beverage checks.
- Assists with monthly bar inventory and controls.
- Assist Clubhouse Manager in the scheduling and planning of all family activities including Kids Camp.
- Assist Swim Team Coach with Home Swim Meets.
- Inspects all dining areas to ensure proper maintenance of a clean and orderly area.
- Assures that pre-opening and closing cleaning tasks are assigned and completed as required.
- Inspects rooms and food pick-up areas for sanitation and safety issues.
- Serves food and beverage.
- Clears and resets all tables.
- Greets members and guests.
- Suggests when additional service supplies and small equipment is needed.
- Works with all staff on a regular basis.
- Assumes various roles in all areas of Food and Beverage service.
- Maintains Pool, Snack Bar, Terrace, and Bar cleanliness and sanitation.
- Performs other duties as assigned.
- Arrives on time and works throughout shift. May be required to work additional hours as requested.

Reporting Structure and Non-Exempt Hours

- Reports Directly To: Clubhouse Manager
- Directly Supervises: Only will step in as needed when directing Pool Staffing and their needs.
- Full-time position that works between 40-50 hours per week on average. These hours may increase or decrease at times to accommodate business fluctuations, no specified days are detailed.
- Considered to be a seasonal position averaging not more than 4 -5 months out of a calendar year of work for this position. Not qualified for Full-time benefits.

Job Requirements or Work Experience:

- This position requires one to have an acute knowledge of service techniques.
- The Intern must be self-motivated and self-managing, efficient in time management and decision-making. They must be well organized, strong ability to multi-task, creative, outgoing and have excellent communication skills both verbally and written.
- Must be proficient in Microsoft Word and Excel as well as Point of Sale Systems.

Meet Our Professionals: The Senior Staff



Oliver Boudin, CCM, CCE, CEO



Linda Dowling, Executive Assistant and Membership Director



Tammara Conley, Administrative Assistant



Phil Wheeler, CCM, Clubhouse Manager



Tracy Johnson, Special Event Director



Jennifer Warren, CFO



Mark Brown, Executive Chef



Tim Fleming, Head Golf Professional



Gary Trost, Athletic Director



Nathan Nuemann, Golf Course Superintendent



Pam Graham, Human Resources Director