

The Code

- Respect is everything! Respect the product, the equipment, your teammates, and most importantly, yourself.
- We are a team! First, last and until the end! Never compromise the team by putting your personal agenda before everyone else. We succeed as a team and we fail as a team—no finger pointing! Accept responsibility for your actions while you're a member of the team.
- The "Golden Days" of big staffs is gone. The new word is "productivity," which means producing more with less. It's a fact of business that we must accept.
- Pursue excellence every day, all day. Ask questions, keep notes, read all you can, explore, and learn.
- Never compromise on quality or the standards. If you have to ask yourself a question of whether you should or not, you've really already answered the question. Hold yourself to higher standards.
- Clean as you go is how we operate. Keep your station clean and organized at all times; it reflects your state of mind. Everyone is expected to maintain clean and organized work areas.
- Aim high, think big and do whatever it takes to exceed expectations. Special requests for a guest are never a problem. If we can, we will.
- Good enough never is. There's no room for mediocrity. Surpass what was accomplished yesterday.
- Our guests pay their hard-earned money
- (just like you do) for a dining experience that goes beyond all expectations. To give them anything less than our best work is a true insult.
- We don't just serve food and beverage, we create memories that people hold on to for a lifetime.
- Push each other beyond perceived limits. Team members help each other improve their skills. For example, when it's slow, work other stations or tap into other team members' experience. When you think you know it all, that's it—game over.
- Talk daily about what we did and didn't do right. Our strength is in our ability to communicate to each other without fear. Be clear, be concise, and be respectful.
- Take action. If you see something is wrong, correct it immediately. You always have the power to make things right at that moment. Proper action beats good intentions.
- If you want better results, ask yourself better questions. Focus on questions that promote personal responsibility. We don't whine or complain about situations, we only discuss solutions.
- Remember that every task, every job, is of equal importance; every person on this team contributes. Every little detail contributes to our "magic." We share an attitude of gratitude for each member of our team, our guests, and our community.
- It's our honor to provide the gift of hospitality to the world. We believe in the essence of hospitality and always remember that we're the hosts for everyone who enters our bar or restaurant.
- Very special people have come together to make a very special team. We'll continue to surround ourselves with exceptional team members.
- All life is about change, and those who can adapt quickly are most often the most successful. "To improve is to change, so to be perfect is to have changed often." - Winston Churchill

- My favorite quote is from Michelangelo: "I saw the angel in the marble and carved until I set him free." Your life is the marble and you're the artist. Chisel and work at creating your own masterpiece each day.

By laws of the Pakenham Bowls Club

Bar General

Our bar provides about 50% of our income.

Our bar is manned and serviced by volunteers.

All bar volunteers will have an up to date RSA Certificate.

Our Bar manager shall be appointed by the Pakenham Bowls Club Board as required from time to time.

All bar volunteers will provide the bar Manager with a copy of their up to date RSA certificate.

Our Bar manager will roster our bar volunteers from time to time as required.

Bar Trading Hours. These to be decided by the Pakenham Bowls Club Board within the provisions of the Liquor Licensing Act and displayed in the bar.

The Pakenham Bowls Club Board has determined that no liquor shall be sold or supplied for consumption elsewhere than on the Club premises unless such liquor is removed from the licensed premises by or on the instruction of the member purchasing the liquor.

Liquor from outside sources shall not be brought onto Club premises for consumption.

Bar Operation

Bar staff should be rostered on in pairs to allow them to take a break.

Bar staff Shall not drink alcohol or eat food behind the bar whilst on duty. If the roster has only one person operating the bar that person will be allowed to discreetly drink alcohol or eat food behind the bar whilst on duty.

No persons other than those authorised by the Bar Manager and displayed on the bar roster may enter the Bar area, serve liquor, operate the bar till and other facilities.

The Bar Manager or other authorised person operating the bar, has the right to refuse to serve any member or guest whose conduct they consider shall impair or effect the proper enjoyment of the Club and other members.