

Who'll Serve Club Better— WAITERS or WAITRESSES?

By JACK FULTON, Jr.

WHICH shall it be in the club dining-room—waiters or waitresses? GOLF-DOM decided recently to canvass the managers of 200 leading country clubs on the subject and accordingly sent them a questionnaire; returns were received from 123 of these officials, managers of clubs from nearly every state in the Union.

Obviously there is a wide divergence of opinion on the subject, as was suspected when the questionnaires were sent out, and a tabulation shows 65 managers preferring and hiring male servers; 4 of them preferring waiters, but forced to employ waitresses; 40 preferring and hiring waitresses; one preferring waitresses, but using waiters; and 13 managers who employ a mixed crew. These figures apparently give the decision to the men.

One manager who votes for the waiters is H. S. Rolfe of the Wheatley Hills Golf club at East Williston, Long Island, who says: "Where the dining-room force is small and all side-work, including silver, must be done by them, I have found waiters to be faster and more efficient, especially where the membership is mostly male and service must be quick." Rolfe finds two regular and four extra week-end waiters sufficient to handle the job (about 600 meals a week.) He pays his regulars \$60.00 a month, plus tips, and gives them room and board; his extras receive \$5.00 per day, fare from the city, and tips.

Another proponent of waiters is Oscar E. Broyer, manager of Sunset Hill Country club, near St. Louis. His club is a good example of the larger metropolitan club emphasizing social activities as strongly as golf. Consequently, Broyer must take care of large party crowds twice weekly (on Wednesdays and Saturdays) and finds he needs 12 regular waiters and as many as 30 extra ones to take care of the traffic. His regular men are paid \$75.00 a month plus room and board; tipping is allowed. Extras, hired to work from 7 p. m. to 1 a. m. on dance nights, receive \$4.00 plus tips. "An important reason we use waiters rather than waitresses," he comments, "lies in the hours

they must work. We are 13 miles from town and at 2 a. m. there is no way to reach the city except by auto."

What Do Members Prefer?

B. G. Patterson, manager of Spring Lake (N. J.) Golf club also votes for waiters, saying: "We have mostly men players and we feel they prefer having men wait on them." (Joseph C. Simoneau of the Savannah Golf club thinks to the contrary. "Men like to have women serve them," he says.) Spring Lake does not receive a large dining-room trade, serving less than 150 meals a week, and as a result Patterson finds four waiters adequate for all requirements. He pays them \$18.00 a week, plus room, board and tips, and requires them to help in the kitchen between meals.

"I can expect longer hours and extra work from waiters," says Myron Woolley, manager of the Deal (N. J.) Golf club, "and in a club of this size, such an occasion frequently arises." He pays his men \$60.00 a month, houses and feeds them; tipping is allowed.

An interesting situation exists at the Pensacola (Fla.) Country club, where H. I. Seaburg, secretary-manager, employs two colored waiters at \$45.00 per month, plus keep and tips, with three hours off every other afternoon. He reports: "Our waiters are more dependable than waitresses would be and are not subject to sickness as often, with consequent time off. Our two waiters are combination men. They help clean up the downstairs of the clubhouse and the locker-room and make the fires for the heaters and kitchen every morning. Their day starts at 6:30 in the morning and ends at 8:00 p. m."

Clubs south of the Mason-Dixon line employ colored help almost exclusively. This is not only due to the fact that negroes are cheaper, but also to a refusal of whites in many localities to do what they term "nigger work."

Out in Nebraska, at the Country Club of Lincoln, W. O. Thomas, secretary, employs colored waiters in his grill, white

waitresses in his dining-room. "I prefer waitresses," he says. "They are cleaner, more polite and more efficient. The average intelligence among the waitresses is very much higher than that of the waiters and the service is more satisfactory." Tipping is not allowed at Lincoln, a 10 per cent service charge being added instead, which is distributed to the servers every three months.

Waitresses are preferred by Frank Johnson, manager of the Millbrook Country club of Greenwich, Conn. because, as he says, "There are two classes of waiters in this part of the country: (1) the good ones, who can always get a year-around job in the high-class hotels, restaurants and city clubs of New York City; these are profitable positions. (2) the drunks who follow country clubs and summer resorts and cannot hold a job long. Members may give these men a drink, but will never think of doing so to a woman. We find waitresses very satisfactory."

Locker-room Service A Factor

Along this same line, Fred A. Parsons, (Interlachen, Hopkins, Minn.) remarks: "We tried waitresses in our grill but they were not satisfactory to the management. Some members seem to think it necessary to entertain or be entertained by the girls. Also, waiters are frequently called to serve meals or refreshments in the locker-room."

From the Mount Diablo (Cal.) Country club comes this point in favor of the women: "Waitresses are not continually running around from one club to another. We have had the same head-waitress for four years; our regular crew of girls have been with us two and three years."

Peter Hausen, manager at the Edgewater Golf club (Chicago) is undecided, which type of server he prefers; there are advantages to each. He comments: "Waitresses as a rule are neater. They are also more patient with the complaining member and I suppose in the smaller clubs will do more extra work than men. But I have found waiters to be better salesmen than waitresses and handier when it comes to helping with the heavier kinds of work, in the dining-room, such as setting up tables for big parties and the like."

Jack Burns, with the Evansville (Ind.) Country club writes of his experiences as follows: "Waitresses by all means. During the 1928 season I managed the North Shore Golf club near Chicago. I engaged a split crew—women in the din-

ing-room at \$60.00 a month salary and \$25.00 per month bonus provided they stayed the entire summer, payable en masse at the end of the season. I started and finished the year at the club with the same girls, but I had to change the men in the grill several times, despite the fact that I was paying them more money, \$75.00 a month and \$30.00 bonus. Also there are more tips given in the grill than in the dining-room.

"During the summer months, I have found there are any number of intelligent women (school teachers and the like) who are glad to take a short-time job in pleasant country club surroundings. Also, where girls are engaged, it is easier to get extra helpers for large banquets and dinner-dances; there are always plenty of married women living adjacent to the club who are glad to pick up a little pin-money occasionally."

Waiters' Advantages

It is obvious from the opinions given above, and even more obvious when all the questionnaires are examined, that whether waiters or waitresses are employed at a club depends not only on which the manager prefers, but on a number of local conditions. But eliminating those reasons, since they are purely the problem of the individual club, there are a number of physical and temperamental advantages to the two types of crews that are true wherever a club is located. A consensus of the returns indicate that men

(1) are stronger, and therefore better at heavy work and less liable to be laid off for illness.

(2) are better salesmen.

(3) can work longer hours (labor laws prohibit more than 8 hours for women in some states).

(4) can double in the locker-room between meals.

(5) will live in poorer quarters when housed on the grounds.

(6) are better for "hurry-up" orders, especially in grills.

(7) do not object to going back to town late at night from clubs that do not house their help on the grounds.

(8) eliminate the "sex-lure" problem, often slowing service at clubs employing comely waitresses.

Waitresses' Good Points

Among the more important advantages of waitresses are the facts that they—

(1) are neater, more polite and per-

CONVENIENT SHELTER CANOPIES

for Your Course

Caswell Adjustable Canopies

BEAUTIFY THE COURSE, protect from intense heat, shelter from rain, provide shade at congested tees and add to the pleasure and comfort of the game.

THEY ARE ARTISTICALLY AND SUBSTANTIALLY BUILT of high grade material and are quickly installed. They are instantly adjusted against rain and sun and easily removed for winter storage. Send for full details today.

Caswell Manufacturing Co., Cherokee, Iowa



form their tasks "with a smile."

(2) are more patient with the crabby member and on the whole are less liable to be "bawled out" for minor errors.

(3) will generally remain all season.

(4) do not object to assisting in the kitchen.

(5) are not so subject to "hard liker" in their time off.

Most important of all, waitresses are much cheaper than waiters. Men are paid an average of \$73.00 a month, according to the returns on the questionnaires while women can be hired for about \$53.00 a month; colored waiters will work for about \$48.00. These figures are salaries; the crews at nearly all clubs receive room and board, and in addition are allowed to accept tips or share in a 10 per cent service charge.

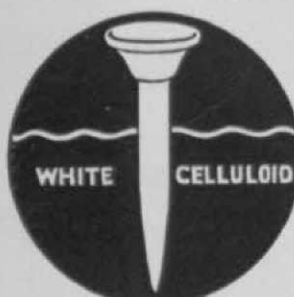
This difference in wages is probably the guiding factor with many clubs, particularly those that are close to town and so do not receive a large dining-room patronage. The very small clubs seem to use

waiters who can do other work between meals—cleaning-up, locker-room detail and the like. The very large clubs, where dances and other social activities bring large crowds on certain nights, nearly all use male servers.

On the subject of relative cost, Harry E. Kreuger, manager of the Midlothian Country club (Chicago) writes: "The house committee last season requested the change from waiters to waitresses because it is cheaper to employ girls than men. I paid the girls \$50.00 a month wages, with room and board and guaranteed them a minimum of \$35.00 and a maximum of \$60.00 from the 10 per cent service charge that is added to each check. I charged off any surplus over the \$60.00 guarantee against my payroll. This reduced it about \$1,400 as against the previous season."

Since waiters must be paid more money, it would seem logical that a club can get along with a smaller crew where they are employed. But there is no indication on the questionnaires that this is the case, the returns indicating that each waiter handles an average of 56 meals per week, each waitress, 51 meals. The difference is too small to matter.

Clean, smooth and so easy to use.



"PEG"

is made in
Regular and
Florida lengths.

All white or
assorted colors.

Always packed
in yellow boxes.

GRANBY MFG. CO., Inc. - KEENE, N. H.

The SHAFT is
the VITAL part of the club

HICKORY—Selected from highlands of Kentucky; of slow growth, weather seasoned over long period, turned from a theoretical center and machine tested for stiffness gives that feel and snap that metal substitutes lack—entirely.

This is why practically all of the leaders in the big Pro-Tournaments make all their shots with hickory. This is why the leading Golf Pro-Club Makers of the World use only

"B-B" Pro-Finished
HICKORY SHAFTS

as possessing all that is best in quality.
BUSH BROTHERS & COMPANY, Inc.
Brook & Woodlawn Louisville, Kentucky