



Ten tips for better buffets

Here are several important steps a manager can take to insure guests' enjoyment.

By G. V. 'JERRY' MARLATT, CCM

Manager, Northmoor Country Club, Highland Park, Ill.

The holiday, monthly, weekly, or semi-weekly event known as a buffet at your club can, and should, be a delightful repast for your members. All too often many of us are guilty of creating a "nightmare" for our members in our buffet presentation, causing them only to attend due to custom, tradition, price or abundance of food. The following "Ten tips for better buffets" can help you and your staff to create a "looked forward to" event at your club.

1. Have someone in "overall" charge of the buffet—Whether it be the Chef, the Maitre D', or the Hostess or even one of the waitresses, do have someone in complete charge of the buffet. This per-

son can bring about harmony and cooperation between the kitchen and serving staff which will result in better relations and service to the guests.

While serving as a "greeter" to the participants, they can offer, explain and even serve the food at the buffet. They might carve or assist in the serving of roasts and main dishes. They should be able to insure that the food and plate supply are adequate at all times. They can check and "keep an eye" on heating equipment, and see that cold foods are properly iced or chilled.

Housekeeping can become a prime duty for the buffet area, and assistance can be rendered to the person who might

spill food onto the table, the carpeting or themselves.

The "Buffet Boss" not only can see that the buffet food and equipment is brought into the serving area on time and in proper equipment, but see as well that the buffet is torn down and taken to the proper stations in the kitchen after it is closed. In general they can create and maintain a most presentable appearance of the buffet at all times.

2. Make sure your employees present a "clean" appearance—Clean, crisp uniforms, well groomed hair, scrubbed fingernails, recently polished shoes and clean serving towels add to this "clean" appearance. The buffet table should be draped to the floor so as to permit storage of food covers, additional fuel, and other items so that they are not seen by the guests and detract from the table.

Employees should be informed of the unpleasant appearance that nose blowing, head scratching, and poorly fitting uniforms create for the diner. They should also be trained to give "first aid"

to dripping salad dressings, spilled food, empty serving dishes, and other items which detract from the clean look of your table.

3. Arrange your buffet table for the guests' convenience—It is quite necessary that enough space is available on the buffet table so that the guests are actually "serving themselves" and not just standing in line during your buffet service. Allow ample space between your various dishes so that the guest might be making up their mind while approaching a specific item.

Group relishes, salads, entrees, vegetables, and desserts to a general area so as to make selection easier, and to avoid disappointment if they miss a special dish in that category, due to it being placed amongst other items.

Some dining rooms have begun to present their dessert table first, so that the guest sees it before he partakes of the buffet. This way he might save some room for his favorite dessert. Appetizers

Continued on page 57

Photo at right illustrates Tip No. 7. Carver at Idlewild CC, Flossmoor, Ill., has ribs, steaks and other meats in state of readiness so that line proceeds smoothly.

Photos below, from left: Exotic decor at Woodmar CC, Hammond, Ind., helps turn ordinary buffet into "something different." Fruit display at Northmoor CC, Highland Park, Ill., attracts many "buyers." Employees at Canyon Creek CC, San Antonio, Tex., follow rule of always presenting a neat appearance.



TIPS ON BUFFETS

Continued from page 37

and salads can be on separate tables so that the guest might partake of them before returning for his entree, vegetables, and potatoes.

Place your buffet so as to require the least distance between it and the guests' tables so that the least amount of carrying is required on their part. If they have children, *have a bus boy or apprentice waitress assist them* as they go through the buffet.

4. Add some variety to your buffet each time it is presented—Table sizes, shapes, color of linen, location, and decorations can be endless in their variety and alteration. Make each buffet a new experience for the participants through changes in the types of foods, location of items, and methods of serving. Allow seasonal items to become a part of your food, your decorations, and your color scheme. Concentrate on an overall theme whether it be in nationality, region, or types of foods. Allow your buffet to become a stage for the presentation of the

culinary skills offered by your kitchen.

5. Watch the items you serve on your buffet to prevent repetition—If served on the same buffet, cole slaw, sauerkraut, and sweet sour red cabbage salad might help your food cost, but it will hurt your member interest. Or having green beans for a vegetable, a pinto bean salad, and hot baked beans as a "side dish" might make preparation easy in the kitchen, but it can be a distracting influence to your guests' participation in the future.

Let your presentations of salads, vegetables, and side dishes become a symphony of color, a kaleidoscope of change, and a maze of interest for the diner. Serve vegetables like buttered parsnips, creamed spinach, and zucchini squash for they are not eaten from a regular menu, but will be partaken of if offered on a buffet. Put fresh spinach, Swiss chard, romaine, chicory, and escarole into a green salad instead of just chopped lettuce.

Meat items like Kassel Ribkin, roast saddle of veal, and breast of chicken, Eugenie will sell through "eye appeal"

Continued on next page

Pros! Clubs! This may be your answer:



Adequate Cars at a Sensible Investment to Accommodate the Busy-Day, Weekend or Seasonal Increase in Play at Your Club.

Delivery anywhere on our transports.

MORE THAN 500 RECONDITIONED GOLF CARS

90-DAY WARRANTY

\$350

TO

\$550

MANY MAKES
6 MODELS TO
CHOOSE FROM

- New or like new bodies
- New upholstery
- NEW 195 A. H. Batteries
- New cables • new plugs
- Refinished original 2-tone
- Rebuilt mechanically
- Chargers included
- NEW CAR WARRANTY

Buy one or a fleet. Payment plan available.

EASY TERMS: 10% DOWN. Balance over one, two or three seasons • CALL COLLECT for information . . .

H. COSTER ELECTRIC CAR Sales & Service Co.

Indianapolis, Ind.

24 South Harding St.

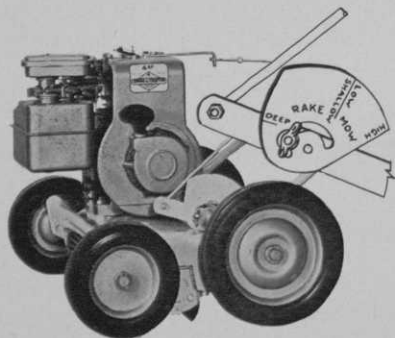
Area 317-632-3356

Also Branches in Cincinnati, Ohio, Louisville, Ky. and Madison, Wis.

For more information circle number 119 on card

**Reduce
trouble spots
and improve**

greens,
tees,
fairways,
and lawn
areas.



THE NEW IMPROVED HENDERSON CONTOUR® G. P. M. NOW A MORE VALUABLE TURF TOOL!

Larger, stronger wheels mounted on an improved lift mechanism with one point height adjustment makes the Contour® G. P. M. sturdier and easier to operate. Easily changed cutters equip it for a variety of golf course turf maintenance jobs on greens, tees and fairways.

The Contour® G. P. M. is a significant improvement of Henderson's popular Contour® "Thin-Cut", proven by many years of use on golf courses in every state.

For full information on the new Contour® G. P. M., write to:

**HENDERSON
MFG. COMPANY
FISHER 2, ILLINOIS**

For more information circle number 188 on card

TIPS ON BUFFETS

Continued from preceding page

if placed on a buffet, but are hard to merchandise on a printed menu. They will also act as replacements for roast turkey, baked ham, and prime rib which can be obtained at most other dining establishments.

6. **Don't make the same dish the same way each time it is served**—Waldorf Salad can become a molded salad when made with apple gelatin, cole slaw can be made with red cabbage, buttered carrots can be "spiced up" with fresh dill, baked beans can be "pepped up" with some dark rum, potato salad can have added slices of green and black olives, and practically everything on your buffet can be done differently, without changing the basic ingredients, each time it is served. Changes like these will maintain interest and enthusiasm on the part of your membership.

7. **Make sure your carver knows how to carve**—The carver should be able to give each guest the type of serving they ask for. A heater can be maintained so that "well done" or "end cuts" are on hand for those who desire such; and a few cuts ahead and kept hot will enable the line to move during "peak" service.

Portions should be cut thin, and only be about one half the size of normal servings. However, if the guest desires more or a "second" portion this should be offered and served gladly.

He should keep his cutting board and surrounding area neat and clean, have proper tools so that at no time do his hands come in contact with the food served, and have hot natural gravy or accompanying sauces for his meats. He should also judge his serving line so as to bring items from the kitchen at the peak of their preparation, and not let them remain too long so as to change color, become cold, or lose their appeal.

8. **Be prepared for accidents**—Spilled food on the part of the guest onto the table, or the carpeting should be cheerfully attended to by the serving personnel. Additional plates, such as for salads that require carrying in both hands, should be at the end of the table if possible so as to make ease of handling or have personnel on hand to assist them.

Continued on page 61

TIPS ON BUFFETS

Continued from page 58

When accidents do happen the guest should not be embarrassed because of it. A clean napkin laid over spilled food, a handy manual carpet sweeper, or a ready damp cloth will help to take care of these accidents "on the spot" so to speak. They *will* happen, so be prepared to render aid immediately.

9. **Maintain your buffet**—While all of the things we have mentioned help to make your buffet enjoyable, this attention and service must be maintained during the entire buffet. Your buffet should be as *attractive and eye appealing for the last guest* as it is for the first one. Adequate supplies, adequate personnel, and adequate supervision to details will help, but continuous attention to these details

will result in more efficient, more enjoyable, and more interesting buffets.

10. **Don't overdo buffets**—Only you can judge how often to hold a buffet at your club. However members often tire of "too many buffets." A buffet breakfast alongside the pool, followed by a buffet luncheon in the mens grill, and a buffet dinner that evening can discourage attendance at your affairs on the day this happens. Time them to suit your member preference, and throw them in as an "extra" every once in a while. Ladies Guest Day, Mens Stag Luncheon, Kids Night, and After The Big Game can become occasions for a buffet. But if used too often, and if they become too stale, and if they lose their appeal, the club buffet can become just "another event" at your club. •

Good Score ... but not on Your Floors!

Don't let spikes mark up your floors. Install GolfTile, the 1/2 inch thick rubber tile that never dents or scratches. In black or marbelized colors. Get a free sample! See how the interlocking design makes installation easy, without mastic or cement. See how GolfTile saves maintenance and makes floors better looking. Write to Mitchell Rubber Products, Div. of Amerco, Inc., 2130 San Fernando Road, Los Angeles, Calif. DEPT. C9



Interlocking GOLFTILE by Mitchell

For more information circle number 196 on card