

## **BCG RECOMMENDED FACILITY OPERATIONS BEST PRACTICES**

### Staging/Check-in

- Credit card only, encouraging one person pay per group
- Limit interaction needed at check-in
  - Outside or mobile check-in
  - Call in payment from 1<sup>st</sup> tee
  - Credit card authorization sheet
  - Customer swipes own card
- Prop all doors open where possible or move to outside station
- Utilize painter's tape to provide appropriate 6-foot buffer whenever possible
- No check in required for Members or Prepaid Tee Times
- Allow scanner to face guest so they can provide their own loyalty card
- Encourage guests to pre-pay by calling the pro shop before coming to the course
- Encourage golfers to purchase gift/range cards through the online store for direct payment
- Allow pre-payment for season of league rounds limiting to one transaction
- Lift any walking restrictions and encourage guests to possibly walk instead of ride
- Space hitting areas on the driving range to 10ft apart
- Make latex gloves available at all workstations and to all employees
- Sanitizing solution placed at all workstations
- Sanitize golf carts before every use to include steering wheels, reverse levers/buttons, seats, hand bars, keys, straps
- Provide pre-packaged hand wipes in cup holders of carts
- Remove scorecards, pencils, towels, coolers, accessories from carts
- Limit (1) person per cart if necessary
- Adjust tee time intervals to account for change in flow

### Food and Beverage Services

- Review state and local mandates and recommendations regarding F&B operations regularly.
- Confirm all Food Handler Safety certification at clubs
- The following should be sanitized a minimum of once per hour: Countertops, Computers, Telephones, Credit Card Terminals, Touch Screens, Door Handles, Steering Wheels (Cart Components), other high touch areas
- Remove all buffets
- No sharing of appetizers or small plates
- Allow only pre-packaged items to be offered for sale
- Eliminate condiments on tables and all condiment stations
- Change food service seating to minimum of 6ft between tables
- Remove all self-service stations (Water, Coffee, Etc.)
- Not allowing re-fills of personal water bottles or containers or any self-serve items
- Remove all bar stools or all seating from FB to keep groups from forming
- Eliminate receipts when possible
- Offer Food and Beverage delivery within community

All F&B service changed to take-out only (to go suggestions):

- Limited menu with items that can easily travel
- Separate bags for cold food and hot food. The hot food could negatively affect the cold food
- Make sure you have the proper type of to-go containers, and enough of them. Including soup/chili containers, hot and cold drink cups, and different sizes of food containers
- Ensure delivery times are met and planned ahead of time at club so food doesn't lapse in the "Food Danger Zone" temperature wise
- Substitute packaged sides instead of cooked items in some cases. Ex. Bag of chips instead of a side of fries
- Limited interaction during delivery with patron-ring doorbell and make sure the person knows you are there, but leave before they open door
- Discuss condiments during ordering process to make sure it's just one trip to house
- Collect payment online or over phone to avoid physical signing
- At some clubs promote family sized meals (ex. \$40 for Meatloaf, mashed potatoes, green beans that serves 4)
- Circulate the menu via email and have a 2pm cutoff for orders for the night
- Have a rotating menu where you offer one or two things per day (not entire menu depending on the club and staff)

On Course

- Remove all flag sticks
- Remove rakes from the course and play bunkers as waste areas
- Remove water coolers and water stations from the course
- Remove ball washers or put signs on not to use
- Disinfect hole cups on daily basis
- Adjust maintenance schedules to have same employees utilizing same pieces of equipment or tools consistently
- Utilize outside area for lunchroom or team meetings