



RCS Food & Beverage Boot Camp™

*Fun. Informative.
Comprehensive. Proven.*

Every successful club needs to be sure that its food and beverage service is top notch, and nothing is more important to that success than to have a staff that is prepared to deliver the best possible member service. RCS has perfected food and beverage service training with its signature, nationally renowned Food and Beverage Boot Camp™ sessions—a day of intensive (but fun!) training that enhances customer happiness, employee satisfaction, and your bottom line.

OUR MOST POPULAR PROGRAM



BOOT CAMPS are usually scheduled on a Monday or Tuesday to allow for maximum participation, but can be scheduled any day. All participants will receive a copy of our Food & Beverage Boot Camp™ training booklet which includes all the materials covered throughout the day plus bartending tips, golf terms, and wine and liquor information. Everyone receives a certificate of completion.



PARTICIPANTS WILL LEARN:

- ◆ RCS's Signature Program: PRIVATE CLUB 101
- ◆ Basics of Member Service
- ◆ Using a Membership Profile System
- ◆ Membership Service Recovery Role Playing
- ◆ Proper Sequence of Service and Technical Skills
- ◆ Basics of Beverage and Wine
- ◆ Suggestive Selling Techniques
- ◆ Polish, Professionalism, and Positive Ways to Speak to Members



HOST A REGIONAL BOOT CAMP

Invite surrounding clubs to join you! As a host club, your staff is welcome at an affordable flat rate per person with a minimum of 35 people. The host club provides all food and beverage for the day. If your Food and Beverage Boot Camp™ does not have 35 participants or any participants from other clubs, it will be subject to individual club pricing. Clubs in your area who attend your Boot Camp will also be charged a different per person rate for the day of training. Those with ten (10) or more attendees can attend for a slightly lower rate per person.

PRIVATE SINGLE CLUB BOOT CAMP

A private Boot Camp allows us to fully customize the program to the traditions and culture of your club, to make sure that YOUR message is heard. Please contact Joyce Halama to discuss rate specifics for your group of up to 50 employees.*

**If your group is over 50 people, we require an additional per-person investment for each additional employee (over 50) for prizes, supplies, and materials. You may also incur additional travel expenses for a second trainer if deemed appropriate.*

HALF-DAY SINGLE CLUB BOOT CAMP

We are pleased to provide a half-day single club 'abbreviated' Food and Beverage Boot Camp for your employees. Please contact Joyce to discuss rate specifics for your group of up to 50 employees.*

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SAMPLE SCHEDULE

- 8:30AM: Continental Breakfast
(provided by your club)

- 9:00-NOON: Private Club 101
E.N.C.H.A.N.T.E.D. Service
Member Service Basics

- 12:00-12:30PM: Lunch*(provided by your club)*

- 12:30-3:30 PM: Wine 101
Service Recovery Role Playing
Food & Beverage Service Techniques
Server Olympics