



Management Service

WHAT EXACTLY DOES FOOD AND BEVERAGE MANAGEMENT MEAN FOR MY CLUB?

How It Works

PHASE I – EVALUATION

Conduct a complete evaluation of the operation. The following aspects are evaluated:

- Financial key performance indicators
- Food quality
- Food preparation standards
- Safety and sanitation procedures
- Inventory management
- Purchasing and receiving systems
- Labor costs expense management
- Management structure
- Staffing guides
- Service standards
- Event management systems, procedures, & standards
- Bar service standards
- Food and bar recipe program

PHASE II – IMPLEMENTATION

Formulate an action plan addressing the main concerns, issues, and targeted goals from the evaluation. Arrive on site and facilitate the implementation of the action plan with key management. This will be a 5 to 14 day process depending on the needs of the operation and significance of the implementation process.

PHASE III – MANAGEMENT OVERSIGHT

Any action plan will take no less than one year to see complete results. During that time, we will be in touch with management on a weekly basis for the first 90 days, and then monthly via telephone after 90 days, and also make bi-annual site visits to check on progress. Additionally, we will:

- Survey members quarterly about their food and beverage experience using Players 1st Technology
- Use digital comment cards for special events
- Provide narrative and guidance on financial performance monthly
- Provide opportunities for ongoing training via RCS webinars and our online training programs at RSCU, the virtual training platform of RCS

RCS will be available to you for menu development up to four times per year. For an additional investment, we also offer interim assistance for large events or periods of management transition.



IDEAL SOLUTION FOR PUBLIC FACILITIES OR SMALL CLUBS



“Why would I hire a professional organizer for my food and beverage operation?”

REASON #1

If you don't know how to get your food and beverage department organized or where to start making improvements on your own, RCS can help. Sometimes finding the starting point to reorganize your food and beverage department is the hardest part. Managers can become overwhelmed and anxious, and have a difficult time being objective within their own operation, or simply do not have the time, skills, or management expertise to evaluate the operation as a whole.

REASON #2

If you don't have the time to make immediate changes to your food and beverage operation on your own, RCS can help. RCS provides guidance and support to managers and staff through one-on-one coaching and training, and monthly phone calls or webinars to hold them accountable. Getting your food and beverage department professionally organized can make the action plan happen in a fraction of the time it would take a manager or management team, because they are busy running the business.

REASON #3

If you feel you do not have the skills, resources, or staff to organize your department, RCS can help. We are skilled and experienced food and beverage professionals with a team of consultants for the front of house, back of house, and marketing. RCS will organize the department in a thoughtful manner to help you achieve your membership satisfaction and financial goals without disrupting the delicate balance between the two.