



S.E.T. IT and Get It

THE RCS HOSPITALITY GROUP IS KNOWN THROUGHOUT THE INDUSTRY FOR ITS COMPREHENSIVE FOOD AND BEVERAGE EVALUATION, CONSULTING, AND TRAINING SERVICES.

By popular demand, RCS created a signature Food and Beverage package of services called S.E.T. It and Get It, designed to help your club quickly realize its potential, capture untapped revenue, and balance cost management with membership service.

S.E.T. IT AND GET IT HAS THREE PARTS:

1. *Secret Shop*
2. *Evaluation*
3. *Training*

For maximum impact, we also offer menu development, kitchen training, and follow-up visits to keep you on track.

Clubs who are also interested in measuring success will benefit from adding a membership survey as part of the suite of services RCS offers.



Typical Schedule

DAY 1	DAY 2	DAY 3
Secret Shop Dinner Service	Evaluation	Food and Beverage Boot Camp

Add-on services available for in-depth financial analysis, management training, kitchen training, or satisfaction surveys.

S – SECRET SHOP

RCS uses a checklist that covers timing of all stages of service along with over 50 specific criteria covering the Greeting, Beverage Service, Food & Wine Service, Ambiance, and Brand Integrity. RCS works with management to customize these criteria to your location and desired goals.

- GREETING & FAREWELL
- BEVERAGE SERVICE
- FOOD SERVICE
- PRODUCT
- AMBIANCE

E- EVALUATION

We evaluate:

- Key Performance Indicators
- Staff and management competency
- Training opportunities
- Event schedules, quality, and management
- Point-of-sale use and accuracy
- Menus
- Operational procedures, such as ordering, inventory, and accounting

At the end of the process, you will know where your club is today, how it got there, where it needs to be, how it can get there, and what tools, resources, and procedures it must implement to achieve profit, pride, and member satisfaction.

T – TRAINING

S.E.T. IT AND GET IT INCLUDES A FULL DAY FOOD & BEVERAGE BOOT CAMP™

Management and staff training are an essential investment in a company's future. Our nationally renowned, innovative approach to training and skill development makes sure that every employee, no matter how senior or junior, is in the best possible position to contribute to organizational success.