



EDUCATION MEETING

FOOD & BEVERAGE BOOT CAMP

PRESENTED BY WHITNEY REID

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.

What your staff 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

This session is a must for front of the house staff, key servers, captains and bartenders

WE WOULD LIKE
TO ACKNOWLEDGE
OUR
CORPORATE
PARTNERS

PLATINUM



GOLD



Donnelly Construction



SILVER



TUESDAY, MARCH 1, 2016

ESSEX COUNTY COUNTRY CLUB

350 Mt. Pleasant Avenue

West Orange, NJ 07052

973-731-1400

Fax: 973-731-0171

Host Manager: Mary Ann Peters

Registration/Breakfast: 8:00 am—9:00 am

Program: 9:00 am—12:00 pm

Lunch: 12:00—1:00 pm

Session: 1:00—4:00 pm

Cocktail Reception Following

6 Credits

Register online at www.njcma.org

Please mail form and check made payable to Essex County Country Club for \$75.00 per person by February 12th to Essex CC, 350 Mt. Pleasant Ave. West Orange, NJ 07052

NAME _____

CLUB _____

GUESTS _____

Number of People : _____ Amount Enclosed: _____

BRONZE



REID CONSULTING SERVICES

Award-Winning RCS Training

WHAT THEY SAY ABOUT RCS

"Our front of the house staff thoroughly enjoyed our 'Boot Camp' training session. Whitney's 'hands on' experience and institutional knowledge kept our staff focus and engaged throughout this training session. Her presentation for the session and supporting materials were extremely well done, and we continue to use the hand-out as a tool for follow-up training, reinforcing the information presented during the session. It was a true pleasure working with RCS to make this such a successful and informative event for our staff. In my many years of club management, I've never had so many staff members thank me personally for coordinating a training session."

*Michael Troyner,
Assistant General Manager,
Congressional Country Club*



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What do participants say?

"Loved it! Best F&B meeting yet! You covered everything." ♦ "It was great content for people new to the business." ♦ "Great! Everyone in the service industry should take this course." ♦ "It was refreshing to have someone speak of this as a profession other than an annoyance or a pay check. Thanks!"



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- 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

To get started, visit www.consultingrscs.com, call 623.322.0773, or send an email to info@consultingrscs.com.

Strategic Planning. Membership Services. Executive Search.
Staff Training and Development. Food and Beverage Operations.