

ELEVATE YOUR SERVICE

RCS HOSPITALITY GROUP



INTRODUCING...Service Elevation Training for Golf Course Facilities.

Brought to you by the leader in golf hospitality training and consulting, RCS Hospitality Group. This training is perfect for golf course facilities with 18 holes, beverage cart service, grille and turn house, or snack bar operation.

- Available Wednesday through Friday
- Half-day (morning or afternoon) and full-day programs
- Conducted on site, pricing includes travel expenses
- *Must be booked a minimum of 3 weeks in advance

PRICING:

FULL DAY:

\$2,450 RCSU* subscriber, travel included
\$2,650 Non-RCSU subscriber (*plus travel*)

HALF DAY:

\$1,450 RCSU* subscriber, travel included
\$1,650 Non-RCSU subscriber (*plus travel*)

Schedule Today!

EMAIL info@ConsultingRCS.com

CALL Joyce at 847.613.8843

*RCSU is a virtual training platform offering full-motion, on demand staff and management training. Over 25 hours of online training with customization options available. NGCOA members receive a 20% discount on an individual subscription upgrade. Contact info@RCSUniversity.com for information.



SAMPLE FULL DAY AGENDA

9:00AM – 10:30AM F&B a la carte/bar/grille

Brief review Moments of Truth, role within the service journey– understanding the golfer, positive communication, attentiveness, how-to for engaging conversation, being helpful, upselling tips, brief review of the meal experience

10:45AM – 11:30AM SNACK BAR

Brief review Moments of Truth, role within the service journey– understanding the golfer, positive communication, attentiveness, merchandising, upselling tips, product organization and service

11:45AM – 12:15PM LUNCH BREAK

12:30PM – 1:30PM OUTSIDE SERVICES/BAG DROP

Brief review Moments of Truth, role within the service journey, positive communication, anticipating customer needs, professionalism

1:45PM – 3:00PM GOLF SHOP

Brief review Moments of Truth, role within the service journey, positive communication and service recovery role play with common counter situations

3:00PM – 4:00PM RECAP MEETING WITH GM

Moments of Truth Customer Journey Walkthrough and Recap Meeting

SAMPLE HALF DAY AGENDA

9:00AM – 10:30AM F&B A La Carte/Bar/Grille

Understanding the customer's needs, positive communication, upselling tips, merchandising, review of the customer service journey

10:45AM – 12:15PM Golf Operations Staff (golf shop, outside services)

Understanding the customer's needs, positive communication, upselling tips, anticipating needs, service recovery

12:30PM– 1:00PM Recap Meeting with General Manager

Moments of Truth Customer Journey Walkthrough and Recap Meeting

STAFF TRAININGS \$599 TWO HOURS

Special Event Sales Training

Types of events, menu and timing expectations, Planning, BEO development, communication, organization and follow up

Banquet Service Training

Different styles of service, buffet set up standards, service plan preparation, staffing standards, critical points of contact, billing, recap

Tournament Tempo

Planning and executing a successful, profitable tournament

MANAGEMENT TRAINING *Timing depending on topic* \$750 FOR TWO HOURS, \$1500 FOR 4 HOURS

- Train the Trainer
- Teambuilding
- High Performance Hiring
- Conflict Resolution
- Keepers of the Culture
- Food and Beverage Management
- Positive Communication and Coaching

PREFERRED PRICING WITH PURCHASE OF SERVICE ELEVATION:

- Culinary support or training
- Webinar, phone and email support for management via virtual one-on-one training

**ADD
ONS**