

# FOOD AND BEVERAGE BOOT CAMP™

Presented by  
RCS Hospitality Group

COMPREHENSIVE FULL-DAY TRAINING FOR ALL  
FOOD AND BEVERAGE STAFF

ENGAGING. INFORMATIVE. TIME TESTED. AFFORDABLE. CLUB SPECIFIC.



[www.consultingrcs.com](http://www.consultingrcs.com)

**September 9, 2019**

**Hosted at:**

**Lanam Club**

**260 Main Street**

**Andover, MA 01810**

**Phone: (978) 475-5210**

## BOOT CAMP AGENDA

|                       |   |
|-----------------------|---|
| 8:30 a.m.             | Continental Breakfast   |
| 9:00 a.m.             | Private Club 101<br>Enchanted Service<br>Member Service Basics<br>Member Service Recovery |
| 12:00 p.m.            | Lunch Break   |
| 12:30. –<br>3:30 p.m. | Wine 101<br>Service Role Playing<br>Service Techniques<br>Server Olympics                 |

## GO BEYOND CUSTOMER SERVICE....

*RCS Signature Program: PRIVATE CLUB 101*

Basics of Customer Service

Using a Membership Profile System

Membership Service Recovery Role Playing

Proper Sequence of Service & Technical Skills

Basics of Beverage & Wine

Suggestive Selling Techniques

Polish, Professionalism, & Positive Verbiage

**RCS CERTIFICATION PROVIDED**

**SIGN UP TODAY!!!**

For information on the program contact:

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847-613.8843

Only \$99 per person. \$89 per person for 10 or participants from the same club.

CMAA Credits Available with 4 or more CMAA members in attendance