



Staff and Management

ONLINE TRAINING

WHAT IS RCSU?

RCSU is the new division of the RCS Hospitality Group, a leader in the hospitality industry with over 155 years of combined club management experience. RCS Hospitality Group's award winning training is now available online, bringing their expertise in food and beverage service training, management/leadership development, and high-level customer service training to your nearest computer.



Download

Each course provides participants with useful downloadable workbooks prompting them for your club's particular standards. Most courses also have quick-reference documents to reinforce standards and skills learned.



Track Progress

Managers receive reports tracking the progress and test scores of each employee, to easily and conveniently monitor progress.

RCSUniversity.com

convenient • affordable • consistent • always available

AWARD WINNING • 24/7 ACCESS

DOWNLOAD TRAINING DOCS

NEW HIRE ORIENTATION

TRACK PROGRESS

CERTIFICATIONS



Why Use Online Training?

1. Saves Time

A manager's time is valuable—an online platform can effectively decrease the time burden of in-person training.

2. Convenient

Available 24/7/365. Pause & rewind function allows users to learn at their own pace (particularly useful to learners for whom English is a second language).

3. Ensures Consistency

Know exactly what your learners are getting, every single time. Online training provides consistent messaging about customer/member service.

4. Empowers Employees

Improve skills and proficiency to increase confidence on the job.

5. Decreases Hiring and Turnover Costs

Well-trained employees and managers are happier and more likely to perform at high levels, allowing you to promote from within.

6. Boosts Membership Satisfaction

Well-trained employees have the skills and knowledge to deliver the kind of superior service experience that delights members and keeps them coming back for more. RCSU teaches your staff how to say no without saying no, keys to positive communication, and how to handle membership feedback.

7. Accelerates Learning

Online training provides a valuable foundation of skills and knowledge that enables employees to immediately focus on club-specific standards and instruction.

8. Efficient Investment

RCSU is designed to fit within existing training budgets as an affordable solution to year round training needs.



HOW DOES RCSU BENEFIT YOU?

The goal at RCSU is to become a training partner for the private club industry by providing accessible, comprehensive, and uniquely interactive online training that will help managers achieve their goals of retention, attraction, promotion from within, and improved service for members.



The same expertise, support, and enthusiasm we bring to our in-person training **using a convenient online platform.**

RCSU is designed to help managers quickly train high turnover positions using consistent messaging and interactive programs. RCSU is ideal for both new hire orientation and seasonal positions, and to help entry- to mid-level managers build their skills to enable internal promotion and ongoing professional development.

Our e-learning programs provide everything you need for hospitality training:

- extraordinary member service
- communication skills
- kitchen/service basics for line staff
- in-depth manager training
- hiring tactics

A FEW OF OUR COURSES

- Beverage Cart Operations
- Member Service 101
- GRACIOUS Service
- Making the Call: Telephone Etiquette
- Train the Trainer
- Hostess 101
- High Performance Hiring
- Motivate Me! Creating a Motivating Work Environment
- Creating a Strong Service Culture
- On Stage: The Performance of F&B Service
- The Dance of the Dining Room: Understanding the Sequence of Service
- Why Food & Beverage is Different in a Private Club
- Back of House Basics (in English & Spanish)
- Practicing Positive Communication
- What Every New Manager Should Know
- Navigating the Waters: Understanding Private Club Governance

More courses to come!



Hospitality Training Online
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