

**Our virtual training offers 50+ courses designed specifically for professionals in the private club industry. Organized by job role, each learning path includes 12+ targeted courses that offer in-depth development, build practical skills and support professional growth and the member experience. View our course categories below:**

## **FOOD & BEVERAGE MANAGEMENT**

Designed for private club dining leaders, this category blends club management and F&B service training to prepare managers to build high-performing teams that deliver exceptional, personalized experiences.

## **SPA MANAGEMENT**

This path equips Spa and Fitness Managers with skills to build a member-focused, service-driven culture by covering communication, service recovery, hiring, and team management tailored to private clubs.

## **BANQUET SALES & MANAGEMENT**

This training equips banquet sales and operations teams to manage events efficiently, drive revenue, and deliver flawless, member-focused experiences that support club goals.

## **MEMBER SERVICE**

This path equips member-facing staff with skills to deliver personalized service, focusing on communication, service recovery, and building genuine connections to create memorable experiences that foster loyalty.

## **CULINARY**

Designed for private club culinary teams, this category combines foundational skills with member-focused service and front-of-house coordination to ensure a seamless dining experience.

## **GOLF OPERATIONS**

This category prepares staff to deliver exceptional member experiences on and off the course, combining service, communication, and pro shop operations to support a high-performing, private club golf environment.

## **RECREATION**

This category helps staff create memorable, high-quality experiences by focusing on member expectations, clear communication, and proactive service to enhance satisfaction, loyalty, and uphold the club's high standards across all activities.

## **LEADERSHIP DEVELOPMENT**

This category helps private club leaders strengthen skills in areas like emotional intelligence, communication, time management, and service recovery to support confident leadership and create exceptional member experiences.

## **NEW EMPLOYEE**

This learning path helps new team members quickly adapt to the private club environment, building a strong foundation in club culture, service expectations, and operational standards from day one.

## **RCSU LIVE! & RECORDED WEBINARS**

Live and recorded sessions featuring industry experts on practical and strategic topics in private club operations. These webinars keep teams informed, engaged, and ready to deliver exceptional service.

**\*Spanish captions are available for various courses**

## **FOOD & BEVERAGE SERVICE**

- Member Service 101
- Understanding the Mind of a Member
- G.R.A.C.I.O.U.S Service
- The Importance of Name Recognition
- Why F&B is Different in a Private Club
- Host 101
- On Stage
- The Dance of the Dining Room
- Service Recovery
- The Importance of Name Recognition
- Greeting the Table
- Suggestive Selling
- Basics of Bartending
- Navigating the Waters
- Beverage Cart Operations
- Practicing Positive Communication

## **CLUB MANAGEMENT**

- Member Service 101
- Understanding the Mind of a Member
- G.R.A.C.I.O.U.S. Service
- Making the Call for Private Clubs
- Navigating the Waters
- Service Recovery
- The Importance of Name Recognition
- Train the Trainer
- What Every New Manager Should Know
- Creating a Strong Service Culture
- Practicing Positive Communication for Managers
- High Performance Hiring
- Motivate Me
- Leading with Emotional Intelligence
- Dealing with Stress, Pressure & Burnout
- Cultivating Diversity, Equity & Inclusion in the Workplace
- Time Management Essentials
- Performance Management (4 courses)

## **NEW COURSES**

- **Bussing & Pre-Bussing**
- **Responsible Alcohol Service**
- **Tequila Uncovered**
- **Understanding Food Allergies**
- **What is Gluten?**
- **Wine Opening 101**