

THE CLUB MANAGEMENT CERTIFICATE PROGRAM

Powered By
RCSU
VIRTUAL TRAINING



**FLORIDA
CHAPTER**
CLUB MANAGEMENT
ASSOCIATION OF AMERICA

RCSU is a Division of RCS Hospitality Group

Recognized as Staff Training Company of the Year 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024

What is The Club Management Certificate Program?

The program covers all 11 CMAA Core Competencies through self-paced online courses powered by RCS Hospitality Group's virtual training portal, RCSU (RCS University).

Intended Audience:

- Any manager pursuing their CCM in need of Other Education Credits.
- New or up-and-coming managers looking for CMAA education; qualifies for Other Education Credits.
- *The program provides participants with a preliminary learning objective for each competency.*



Featuring:



Full - Motion, Interactive Videos



Informative Webinars



Knowledge Assessments



Workbooks



Printable Resources

**Ready to get
started?**

RCS HOSPITALITY GROUP

info@consultingRCS.com | 623.322.0773
consultingRCS.com | RCSUniversity.com

Highlights:

1. 10 CMAA Other Education Credits!

After completion of the program, you will have covered all of the CMAA core competencies - Club Governance; Interpersonal Skills; Leadership; Accounting, Finance, and Data Analytics; External Governmental Influences; Human and Professional Resources; Membership and Marketing; Facilities Management; Food and Beverage; Golf, Sports, Recreation, and Wellness; and Information Technology. **PLUS you will have earned 10 Other Education Credits.**

2. The Investment

Time: You will have 12 months to complete the program.
Financial: \$850 for 32 hours of education.

3. The Convenience

This training is self-paced and online. This means you can work to complete each chapter and begin to implement what you've learned into your organization immediately.

4. The Recognition

RCSU will notify your General Manager and Chapter Managing Director when you begin and complete the program, and status updates will be available upon request. As you earn education credits, you'll also see your name rise on the platform leaderboard.

5. Network Expansion

This program also provides you with the opportunity to connect with other club professionals using the RCSU "community" feature, which provides you with an expanded networking opportunity.

6. Ongoing Support

The RCS and RCSU team will be there every step of the way to ensure your experience with the program is seamless and engaging. We are also here to answer any additional questions you may have about ongoing education or training.

****THIS PROGRAM HAS TREMENDOUS INDIVIDUAL VALUE. GROUP RATES DO NOT APPLY.**

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Course Listing 2024-2025

ACCOUNTING, FINANCE, DATA ANALYTICS

- Strategic Planning
- F & B Event Cost Review
- Data-Driven View of Food & Beverage
- Circle of Truth-2022 Trends
- Budgeting Overview
- Applying the Language of Finance
- Accounting, Financial Analytics Webinar
- Accounting and Financial Management Intro
- Managing and Repaying Debt

CLUB GOVERNANCE

Curated by Robert Martin, CCM, CAM

- What's Expected of You in a Board or Committee Meeting Webinar RCSU/FLCMAA
- Navigating the Waters RCSU/FLCMAA
- Conducting Orientations for Board and Committee Members: A How To RCSU/FLCMAA
- Board Toolkit-Club Leadership Essentials
- Understanding Club Governance CMAA
- Test Questions

EXTERNAL GOVERNMENTAL INFLUENCES

Curated by Edwin Latalladi, CCM, CAM

- Community Association Management
- External and Governmental Influences

FOOD AND BEVERAGE

- Best Practices in Clubhouse Operations
- Food and Beverage Management RCSU
- Food Safety & Sanitation with Chef Mary Howley Webinar RCSU
- Facilities, Cleaning and Sanitizing, and Pest Management
- Purchasing Receiving Storage

GOLF, SPORTS, WELLNESS, & RECREATION

- Who's Minding the Store? Creating Ownership and Awareness in your Staff RCSU/FLCMAA
- The Pro Shop Counter: Improving the Customer Experience RCSU/FLCMAA
- Golf Course Management & Turf with Ralph Dain & Dave Rogers
- Racquet Sports with John Embree
- Adventure Wellness Webinar RCSU/FLCMAA
- Spa, Wellness, and Salon with Pamela Caldwell
- Golf Operations with Robert Oosterhuis

FACILITIES MANAGEMENT

- Facilities Maintenance
- What to expect from a Facility Manager
- Facilities Maintenance: Serving those who Serve Our Members

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HUMAN AND PROFESSIONAL RESOURCES

- CBIZ Onboarding Tips
- CBIZ Performance Evaluations
- Create A Training Plan with RCSU Webinar
- Developing a Quality Workforce RCSU
- HR Do's and Don'ts for 2023
- Train the Trainer RCSU
- Updating Your Onboarding Program with RCSU Webinar
- High-Performance Hiring RCSU
- Sexual and Unlawful Harassment

LEADERSHIP

- Creating a Strong Service Culture RCSU
- Leadership with Henry DeLozier
- Love Works with Joel Manby
- Motivate Me! RCSU
- The Manager as Coach with Kevin MacDonald

MEMBERSHIP AND MARKETING

- Conducting Orientations for Board and Committee Members: A How To Guide RCSU
- G.R.A.C.I.O.U.S. Service RCSU
- Making the Call RCSU
- Member Service 101 RCSU
- Membership and Marketing FLCMAA
- Membership and Marketing-link

INFORMATION TECHNOLOGY

Curated by David Main, CCM, CCE

- Information Technology Webinar
- Club Technology Evaluation
- Club Evaluation Submission

INTERPERSONAL SKILLS

Curated by Kelly Grabowsky, CCM

- Delivering CLUB and Filling-The Big Empty
- Delivering CLUB! Webinar
- Delivering CLUB! Presentation PDF
- TEST for Delivering CLUB
- What Every New Manager Should Know-RCSU
- Leading with Emotional Intelligence RCSU
- Practicing Positive Communication For Managers RCSU
- Three Ways to Lead Tough, Unavoidable Conversations
- How Miscommunication Happens (and How to Avoid it)-TED TALK
- What you Learn from People who Disagree with you-TED TALK
- How to Have Constructive Conversations-TED TALK
- Interpersonal Test Questions