



**THE CLUB MANAGEMENT
CERTIFICATE
PROGRAM**

Powered By
RCSU
VIRTUAL TRAINING

In Partnership With
**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

Thoughtfully designed to strengthen leadership, reinforce club standards and support continued growth within your team, **The Club Management Certificate Program (CMCP)** is an ideal virtual education solution for seasoned, mid-level, and emerging managers.

\$850
for 36 hours
of training

Are you an emerging or mid-level manager looking for club management training?

Explore all areas of club operations and learn how departments connect and collaborate to strengthen your ability to lead across teams.

Accelerate professional growth by building confidence, sharpening leadership skills, and strategic thinking.

Immediately improve daily operations at your club by applying proven and practical tools to boost team performance.

Are you a seasoned club manager or are you pursuing your CCM?

Refresh and reinforce core management principles by connecting proven practices with emerging trends.

Support the path toward your CCM designation and earn 10 Other Education CMAA Credits from the comfort of your home or office.

Enhance leadership versatility by gaining insight into other departments and strengthening your ability to lead across teams.

**10 OTHER
EDUCATION
CMAA
CREDITS**



NETWORK WITH INDUSTRY LEADERS AND PEERS to gain mentorship opportunities and build relationships that support your career goals.



12 MONTHS TO COMPLETE 36 HOURS OF TRAINING organized into 3 accelerated training plans designed to fit your busy schedule.



Full - Motion, Interactive Videos



Knowledge Assessments



Self Paced Learning



Workbooks



Informative Webinars



Printable Resources

**Affordable Club
Management Training.
Anytime. Anywhere.**

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Course Listing

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

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

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



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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

FACILITIES MANAGEMENT

- Facilities Maintenance
- What to Expect from a Facility Manager
- Facilities Maintenance: Serving Those Who Serve Our Members

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

INFORMATION TECHNOLOGY

Curated by David Main, CCM, CCE

- Information Technology Webinar
- Club Technology Evaluation

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