# NEW FORMAT. Same powerful training. Now live online!

We're bringing our expert-led training to you, wherever you are. Our proven in-person experience is now available virtually, **LIVE** with the same energy, insight, and hands-on learning.

## WHAT YOU'LL LEARN -WEEKLY TRAINING TOPICS

1

#### Week 1 (June 4): MEMBER SERVICE EXCELLENCE

Learn how to create lasting impressions through consistency, positivity; and connection.



Small details make a big impact-use names with confidence and get it right every time.

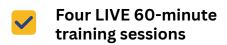
#### Week 3 (June 18): 3 SUGGESTIVE SELLING & ENHANCING THE EXPERIENCE

Upsell with ease while creating memorable moments members rave about.

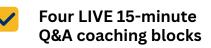
#### Week 4 (June 25): SERVICE RECOVERY & HANDLING COMMON SITUATIONS

Turn service hiccups into wow moments with confidence and professionalism.

## WHAT'S INCLUDED



FOOD & BEVERAGE



Reference guides and takeaway tools

### WHEN? WEDNESDAYS IN JUNE

CHOOSE 10 AM or 4 PM EST



- June 4, 2025
- > June 11, 2025
- > June 18, 2025
- > June 25, 2025

#### **SIGN UP TODAY!** \$2600 covers your whole team for all 4 weeks of training. That's JUST \$650 per week.

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