

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

Week 1 (June 4):

- 1 MEMBER SERVICE EXCELLENCE**
Learn how to create lasting impressions through consistency, positivity; and connection.

Week 2 (June 11):

- 2 PRECISION IN SERVICE-NAME USE & ORDER ACCURACY**
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):

- 4 SERVICE RECOVERY & HANDLING COMMON SITUATIONS**
Turn service hiccups into wow moments with confidence and professionalism.

WHAT'S INCLUDED

- ✓ Four LIVE 60-minute training sessions
- ✓ Four LIVE 15-minute Q&A coaching blocks
- ✓ 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.



Nancy King, MBA
Lead Trainer & Consultant
Nancy@ConsultingRCS.com



Chris Sarten
Trainer & Consultant
Chris@ConsultingRCS.com



RCS HOSPITALITY GROUP

www.consultingRCS.com | info@consultingrcs.com