



**WISCONSIN  
BADGER  
CHAPTER**  
CLUB MANAGEMENT  
ASSOCIATION OF AMERICA

MONDAY, JUNE 1, 2026

IN-PERSON EVENT

NORTH SHORE COUNTRY CLUB, MEQUON



*RCS Hospitality Group Presents:*



**MacKenzie Triana**



**Paige Fraizer**

## FOOD & BEVERAGE BOOT CAMP

Foundations in Exceptional Service, Teamwork & the Heart of Hospitality

*Competency Areas: Food & Beverage, Interpersonal Skills  
6 CMI Workshop*

This session is specifically designed for you and your F&B Department Managers to bring your wait staff, server assistants, dining room managers, and hospitality interns.

### Participants will learn:

- RCS's Signature Program: Private Club 101
- Basics of Member Service
- Using a Membership Profile System
- Membership Service Recovery Role Playing
- Proper Sequence of Service and Technical Skills
- Basics of Beverage and Wine
- Suggestive Selling Techniques
- Polish & Professionalism
- Positive Ways to Speak to Members

### A G E N D A

8:30 a.m. Arrivals & Continental Breakfast

9:00 a.m. Part One

12:00 p.m. Lunch

12:30 p.m. Part Two

3:30 p.m. Conclusion



### INVESTMENT

\$65 per person/Group of (10) \$550  
Register on the Mobile App or  
email [kathy@wisconsinmmaa.org](mailto:kathy@wisconsinmmaa.org)

**01 JUNE 2026**

North Shore Country Club  
3100 West Country Club Drive  
Mequon, WI 53092