



**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 all 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, and Positive Ways to Speak to Members

AGENDA

- 8:30 a.m. - Check-in/Continental Breakfast
- 9:00 a.m. - Part One
- 12:00 p.m. - Lunch
- 12:30 p.m. - Part Two & Server Olympics
- 3:30 p.m. - Conclusion

REGISTRATION:

\$65 per person/Group of (10) \$550
Register on the Mobile App or
email kathy@wisconsinmaa.org



01 JUNE 2026

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