

On the Go Training

Clubs face a challenging training burden if they are to deliver the high levels of service expected by their members. Yet with tight budgets how can managers meet their training obligations while controlling costs since every hour of training is a payroll hour for each employee being trained? Add to this the difficulty of getting all of your employees together at one time for a formal training session.

The answer to these challenges is to build your training programs around the “on the go” concept where ongoing training material is formatted in brief – no more than fifteen minute – sessions. In every shift, in every club department, there are spare moments, time when employees have finished their shift preparations, time when employees are socializing among themselves or awaiting instructions from supervisors. Since you’re already paying for this time, plan on putting it to good use.

In every department there are hundreds of operational details that employees must learn and refresh themselves with some frequency. This is just as true in golf operations, golf course maintenance, aquatics and activities as it is in food and beverage. All that is necessary is for the department head to outline training requirements in brief doses and format them so they can be pulled out at a moment’s notice for either group-led or individual instruction.

With today’s ability to find anything on the Internet with just a few keywords and keystrokes, all the information you need to teach your employees values, etiquette, product knowledge, safety, security, sanitation, HR requirements, responsible beverage service, or how to operate or maintain any piece of equipment is readily available. You just have to format it for easy use.

Club Resources International has developed a number of On the Go Training programs for food and beverage, human resources, values, and safety. These offer a proven model of how easy it is to format material and train your employees to increase their knowledge, skills, abilities, and service techniques. For example, check out the [Training on the Go material](#) on the CRI website. I’d also recommend you read Chris Conner’s excellent article on his club’s experience with Training on the Go – [Training on the Go – A direct line to restaurant profits?](#)

Then get to work developing your own On the Go Training material. Set a goal of developing two classes per week and then stick to that discipline. In a year you’ll have a hundred ready to go classes for staff training.

Ed Rehkopf, Club Resources International