



No More Registration Deadlines

Bite-sized content for ALL team members, education and training when you want it!

Online

ON DEMAND

Education and Training

Improving Profitability through Education & Training

More than 50 Courses and Over 200 Videos

Available 24/7!

Enriching people's lives personally and professionally

ALL Team Members

Customer Service – Service Standards Introduction
Customer Service – Service Standards START
Customer Service – Service Standards Zingerman’s
Serving Alcohol Responsibly
Alcohol Awareness (for Team Members)
Food Safety & Sanitation (for Team Members)
Portion Control (for Team Members)
Increasing Guest Frequency - Bowling / Team Members

Anti-Harassment
Bowling Center Safety – 1, 2 & 3
Active Shooter Preparedness
Robbery Preparedness
Incident Response & Reporting
Social Media Awareness
Food & Beverage Sales and Service

COVID-19: Social Distancing & Personal Hygiene
COVID-19: Prevention
CPR Basics for Everyone – Adult & Child
Infant CPR Basics

Food & Beverage – Management

Food Safety and Sanitation Training (For Leaders)
Food Service Cost Metrics
Developing Standardized Recipes
Portion Control (for Managers)
Food Inventory Management
Strategic Pricing for Foodservice Operations
Purchasing, Receiving and Storage
Calculating Prime Cost for Food & Beverage
Menu Engineering Part 1 – Analytics to a profitable menu
Menu Engineering Part 2 – Designing a profitable menu

Marketing

Increasing Guest Frequency - Bowling / Management
Demographics - Know Your Market
Strategic Marketing
Elements for Effective Marketing Campaigns
Marketing Return on Investment
Strategies for Developing an Annual Marketing Plan
Outside Sales for Non-Salespeople
Revenue Management
Foundation for Digital Marketing Success
Digital Marketing—Facebook
Digital Marketing—Email
Digital Marketing – SMS (Text Messaging)

Customer Service & Operations – Management

Creating Mission, Vision, & Values for Leaders
Customer Service-Developing Service Standards for Leaders
Customer Service-Executing Service Standards for Leaders
Customer Service-Measuring Service Standards for Leaders

SMART Goal Setting– Why Goals Matter
Staffing - Talent Acquisition Recruiting
Staffing - Talent Acquisition Interviewing & Selection
Staffing - Talent Acquisition Onboarding