



## **Table of Contents**

What Every Manager Needs to Know .....	1
Quality and Service .....	1
What Price Poor Service in Private Clubs? .....	2
The Cost of Chaos.....	4
Improve Quality – Lower Costs.....	5
Consistency is Key to Quality and Service.....	7
The Necessity of Unimpeded Communication Infographic.....	10
Impediments to Quality and Service .....	10
Overcoming the Impediments to Quality .....	11
Anything Less is Just B.S. ....	13
Structure for “the Groove” and Avoid “the Rut” .....	14
Service Is Infographic .....	17
Appendix - PCPM Information and Resources.....	18