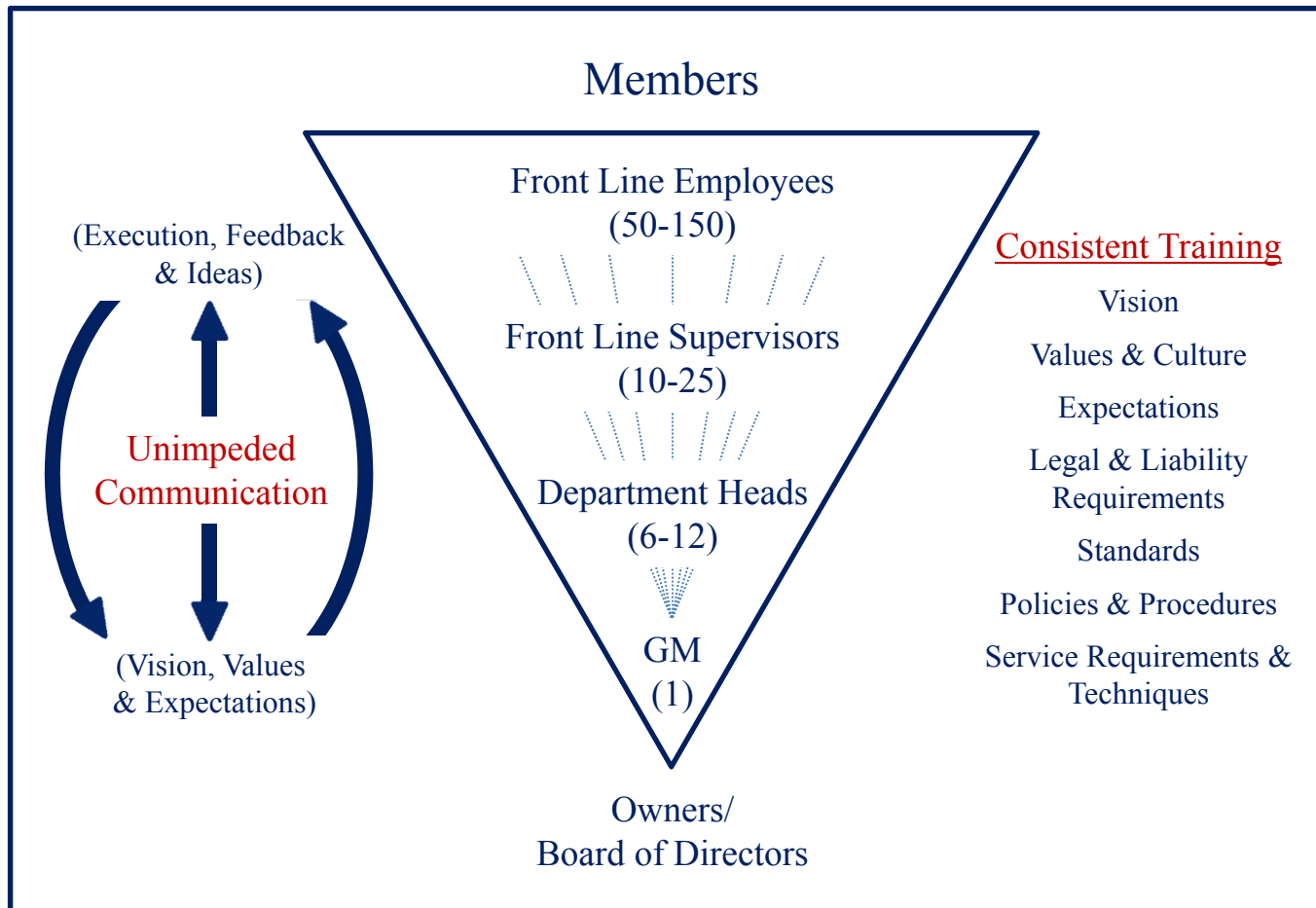


Club Operations: The Necessity of Unimpeded Communication and Consistent Training



*Quality and Service are both detail- and people-intensive requiring a large number of employees to understand what they must do in all situations. Such complexity can only be mastered through **unimpeded communication** and **consistent training**. Unimpeded communication flows naturally from Service-Based Leaders, while written values, expectations, standards, policies, and procedures promote consistent training.*