

RCI[®] eSCHOOL

RCI eSCHOOL Courses 02/01/2017

THE BASICS - Foundational knowledge about RCI		
	Course Title	Course Description
	1. Introduction to RCI Weeks Exchange	Learn the features and benefits of RCI Weeks, different types of deposits, benefits of bulk banking, search and travel windows and more.
<i>Mobile</i>	2. RCI Weeks Game Show	Learn all the same great information that's in the Introduction to RCI Weeks and RCI Points courses in a fun and interactive game show format.
	3. Introduction to RCI Points Exchange	Learn the features and benefits of RCI Points, the definition of Use Year, Priority Reservation Windows, and all the flexible ways to manage an RCI Points account.
<i>Mobile</i>	4. RCI Points Game Show	Learn all the same great information that's in the Introduction to RCI Weeks and RCI Points courses in a fun and interactive game show format.
<i>Spanish</i>	5. RCI Weeks - Introduction to Trading Power	Learn what trading power is, the components of trading power and how it is used to send RCI members on vacation.
	6. Introduction to RCI Platinum Tier Membership	Learn the features and benefits of RCI's top tier subscribing membership, RCI Platinum.
<i>Mobile</i>	7. RCI Platinum Mobile Course: Quick Guide	Learn the features and benefits of RCI's top tier subscribing membership, RCI Platinum.
<i>Spanish</i>	8. Introduction to RCI Resort Recognition Program and Comment Cards	Learn the criteria for each RCI award designations, how comment cards are distributed, what questions are on a comment card and how comment card scores are used to calculate the Resort Recognition designations.
	9. Sales Quality Assurance for RCI Weeks Affiliates	Learn the Sales Quality Assurance process for the Resort sales staff.
REPORTING AND SYSTEMS - Tutorials on RCI Systems		
	10. How to Use RCI Online Reporting (Oracle)	In this interactive tutorial you will learn how to run and schedule reports including inbound, arrival, inventory, owner reports and more.
<i>Spanish Mobile</i>	11. ResortLink Tutorial for RCI Weeks Affiliates	Learn how to use ResortLink to do verifications, get lists of inbounds, transfer bulk banks, and more in this interactive tutorial.
	12. ResortLink – “How To” Log On	This is a quick 'how to' with a simulation to help you learn how it's done.
	13. ResortLink – “How To” Process a Maintenance Fee Block	This is a quick "how to" with a simulation to help you learn how it's done.
	14. ResortLink – “How To” Transfer Bulk Bank Deposits	This is a quick "how to" with a simulation to help you learn how it's done.
	15. ResortLink – “How To” Verify Member Deposits	This is a quick 'how to' with a simulation to help you learn how it's done.
	16. ResortLink – “How To” Verify Ownerships	This is a quick "how to" with a simulation to help you learn how it's done.
	17. ResortLink – “How To” Verify Inbound Guest	This is a quick "how to" with a simulation to help you learn how it's done.
<i>Spanish Mobile</i>	18. Online Comment Card Reports Tutorial	This is an interactive tutorial covering how to run the different types of comment card reports and how to read the data to effectively manage your comment card scores.
<i>Spanish</i>	19. RCI Points - Participation Agreement Tutorial	Learn how to correctly fill out a Participation Agreement form and avoid mistakes that delay processing.
YOUR CAREER - Courses for Professional Development		
	20. Customer Service Basics	This course covers why customer service is important, the components of an effective greeting and closing and a process for handling disappointed guests
	21. The Power of Influence	This course covers how to overcome rejection, procrastination and anxiety, how to move from indifference to interest and how to transform skepticism into belief to have a positive influence on others.
	22. The Art of Effective Delegation	This course covers what delegation is, the benefits of delegation and a five-step process for delegation.
	23. Providing Constructive Feedback	This course covers what constructive feedback is, why it is important and a process to deliver constructive feedback effectively.
	24. Hosting International Guests	This course provides useful information on travelers from the top ten countries that spend the most on international travel. Topics: demographics, culture, customs and travel trends.
	25. Motivating Others	This course explores the power of reward and recognition to motivate employees.
SELLING RCI EXCHANGE - Courses designed for Sales Staff		
	26. How to Use an RCI.com Demo Account	Learn the terms of use, how to obtain an RCI.com demo account, and how to search for RCI Weeks and RCI Points vacation like an RCI subscribing member.
	27. RCI Terminology (Glossary)	This course contains terminology related to the RCI Timeshare industry.
	28. Timeshare Sales & Marketing Terminology (Glossary)	This is a glossary about terms used in the Timeshare sales and marketing industry.

*RCI eSchool User Guide PDF- Document explaining how to make the most of RCI eSchool.

Category and Course	General Manager Assistant Manager	Front Desk Supervisor	Front Desk Staff	Housekeeping Supervisor	Concierge
<i>The Basics</i>					
Introduction to RCI Weeks	✓	✓	✓		✓
Introduction to Trading Power	✓	✓	✓		✓
Introduction to RCI Resort Recognition & Comment Card Programs	✓	✓	✓	✓	✓
RCI Weeks Challenge <i>(Game Show format)</i>			✓		
Inside RCI <i>(RCI Member Education Website)</i>	✓	✓	✓	✓	✓
<i>Reporting & Systems</i>					
How to Use Comment Card Reports	✓	✓		✓	
How to Use RCI Online Reporting	✓	✓			
How to Use ResortLink		✓	✓		
<i>Your Career</i>					
Customer Service Basics		✓	✓	✓	✓
Hosting International Guests	✓	✓	✓	✓	✓
Providing Constructive Feedback	✓	✓		✓	
The Art of Delegation	✓	✓		✓	
The Art of Influence	✓	✓	✓	✓	✓