It is great practice to really identify the skills that you need for every role on your team. Training requirements identified will really help you build your ‘A’ team. Establish too where the crossover of skills exist so that you have a flexible team capable of supporting any gaps or absences. This checklist will help you on this journey.

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| **Team Cross Training Matrix** |
| **Cross Training Skills****Colleague Names** | **Guest Relations** | **Ordering new supplies** |  |  |  |  |  |  |  |  |  |  |
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| **Line Manager Notes**  |  |
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| **Line Manager Notes**  |  |
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