

**Rethinking Recruitment for Tourism**

**Training Template & Checklist**



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| --- | --- | --- | --- |
| **Name** |  | **Location** |  |
| **Role title** |  | **Line Manager** |  |
| **Department** |  | **Start date** |  | **Check in date** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Mandatory training** | **Date** | **Trainer signature** | **Staff signature** | **Online/ classroom / on the job** | **Date refresher training required** |
| Company Induction |  |  |  |  |  |
| Manual Handling |  |  |  |  |  |
| Health & Safety & Infection Control Training |  |  |  |  |  |
| HACCP & Food Safety Training |  |  |  |  |  |
| First Aid and Fire Safety  |  |  |  |  |  |
| **E-learning** |  |  |  |  |  |
| GDPR |  |  |  |  |  |
| Responsible Service of Alcohol |  |  |  |  |  |
| Introduction to Customer Service |  |  |  |  |  |
| Fundamentals of F&B Service  |  |  |  |  |  |
| **Cross training / other** |  |  |  |  |  |
| Departmental Standard Operational Procedures |  |  |  |  |  |
| Secure Cash Handling |  |  |  |  |  |
| Customer Booking Enquiry Handling |  |  |  |  |  |
| Delivery – Goods-in Check-in  |  |  |  |  |  |
| Cross selling and Upselling |  |  |  |  |  |