
















# Behavioural Standards & Tactical



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|---|--|---|---|---|--|
|  | introduce yourself to a Manager or appropriate member of staff |  | value the contribution everyone makes                 |  | give feedback for development and share knowledge                      |
|   | be friendly and welcoming to customers and staff               |  | work as a team at all times                           |  | celebrate diversity  |
|   | show the same level of respect to everyone                     |  | ask for feedback and act on it                        |  | our actions decide the safety of each other, venue staff and customers |
|  | put our client and their customers at the centre of all we do  |  | be honest, approachable and professional at all times |  | if you Manage/Supervise people ensure your approach is consistent      |
|   | show support to the client their staff and your team           |  | listen to instructions, if unsure ask - COMMUNICATE   |  | be proud of your role, your team and your company                      |