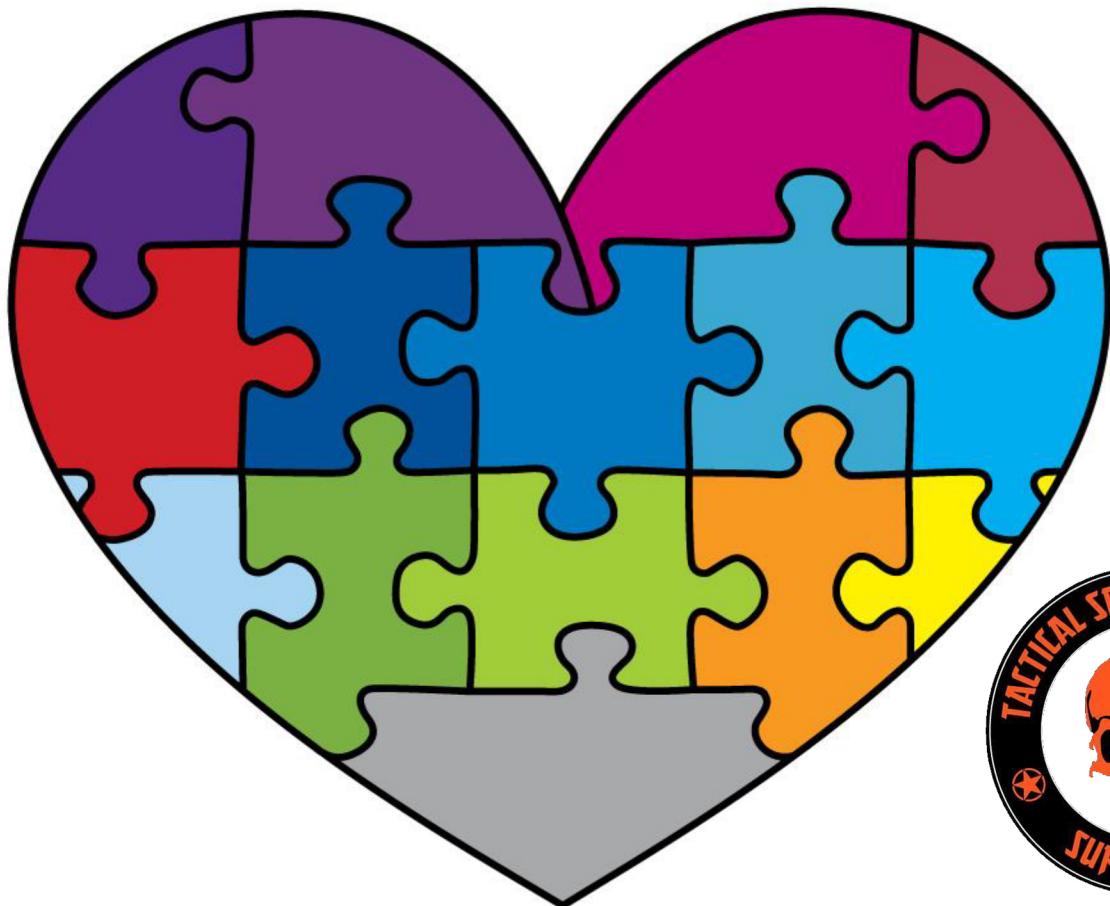


# Behavioural Standards & Tactical



	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