Choose Training by Role

Crewbright printable guide | Reviewed 11 November 2026

For managers and supervisors

Choose training by role

Choose awareness courses for the work someone will do on their next shift. Confirm their duties and local procedures, and arrange any qualifications, practical checks or specialist training their role requires.

Find a role

Find your team member's role

For a festival gate, steward patrol, warehouse first shift or supervisory briefing, go directly to event training, operations training or supervisor training. Build a mixed-team shortlist when duties overlap.

Each card pairs suggested courses with a briefing or practical check to carry out on site.

Café counter / barista

Allergen awareness and PPDS labelling

Customer service essentials

Accessible customer service

On shift · Confirm food handling, allergen information and the ordering handover.

Kitchen / receiving

Stock rotation and delivery checks

Cleaning and disinfection routines

HACCP and food-safety systems introduction

Manual-handling awareness

On shift · Add suitable core food-hygiene learning and local receiving/preparation demonstrations.

Cleaning staff

COSHH awareness for hospitality and cleaning

Cleaning and disinfection routines

PPE and occupational skin care awareness

On shift · Brief the actual products, equipment and controls before the task.

Pub service

Responsible alcohol sales and age checks

Conflict de-escalation and customer aggression

Spiking awareness and customer welfare

On shift · Check England/Wales alcohol scope and the venue's welfare arrangements.

Closing shift

Lone working and closing-time safety

Fire safety awareness

Incidents, near misses and factual reporting

On shift · Apply the assessed staffing, contact and emergency arrangements.

Event volunteer

Event staff and volunteer induction essentials

Crowd awareness for front-line staff

Heat, weather and outdoor staff welfare

Protective security awareness for venue staff

On shift · Use event-specific induction and role boundaries.

Bookings / reception

Accessible customer service

Neurodiversity-aware customer service

Complaints and service recovery

Data protection for hospitality staff

On shift · Practise arrival information, complaint handover and data handling.

Duty manager

Risk-assessment principles

Incidents, near misses and factual reporting

Stress and mental wellbeing awareness

On shift · Review wider role competence, procedures and supervision responsibilities.

Warehouse starters, shift leads and event planners

Warehouse Starter

For a new warehouse colleague preparing for their first shift.

Leading a mixed crew shift

For a shift lead briefing staff and volunteers who have different duties.

Event planning for assistant managers

For an assistant manager tracking changes to an event plan and budget.

Manager briefing checklist

Start with three questions. What will the person do next shift? What demonstration and support will they need? How will you check understanding and record follow-up?

Before training

Identify the tasks the learner will perform and select courses whose scope matches those tasks.

Agree study time and identify any language or access support needed.

Show the learner where to find your local procedures and who to ask for help.

After the course

Discuss one scenario and ask the learner to explain how it applies at your workplace.

Observe a relevant task using your approved local method. Record what was actually demonstrated and any further support needed.

Agree a review date and retain the course record alongside the local briefing and practical check.

What to record

Record the learner, role, site, course and completion date. Add the local procedure discussed, task observed, outcome, further support, supervisor and review date. Keep the course certificate alongside your record of task-specific instruction, supervision and workplace checks.

Use the staff training matrix

Latest guidance: https://crewbright.co.uk/resources/role-based-training-guide/