Hospitality and event staff induction handbook

Crewbright printable guide | Reviewed 11 November 2026

A new starter's first shift is easier to manage when the team agrees what they will do, who will support them and where they should take a question. This handbook brings the practical guides into a repeatable induction process for small hospitality venues and event teams.

Before the first shift

Give the person arrival information, the supervisor's name and a clear description of their initial duties. Check what learning or experience they already have. Allocate time for the local briefing and any practical demonstration. Prepare access to the information they will use, such as the food-safety procedures, booking system or event map.

Which food hygiene training suits your catering role?

Build a training matrix for a small hospitality team

Explain the venue

Walk the work area together. Show the relevant routes, facilities, reporting contacts and approved information sources. Explain which tasks the person may undertake and when to ask for support. Event staff need the specific site and communication arrangements for their deployment.

Event volunteer induction: a first-day briefing template

Make food information reliable

Show where current recipes and allergen information are held. Explain how deliveries are checked and how a substitution is communicated. Use a fictional changed-ingredient example to check that the person knows who to ask and which records may need updating.

An ingredient changes during service: updating the allergen handover

Food delivery checks for a busy restaurant

Demonstrate everyday tasks

Use the actual cleaning instructions, products and equipment. Check the route and handling arrangement for deliveries. Give the person an opportunity to explain the steps and identify when they would pause for help. Record practical support separately from online course completion.

Build a kitchen cleaning schedule staff can follow

COSHH for café cleaning: briefing a new starter

Moving restaurant deliveries: a handling briefing

Practise the guest conversation

Discuss a booking request, an unclear arrival step and a service complaint. Ask staff to use wording they can deliver naturally and confirm which arrangements they can authorise. Show how information reaches the colleague who will fulfil the promise.

Accessible restaurant bookings: questions that help guests plan

Clearer venue information for neurodivergent guests

Handling a restaurant complaint: a worked service-recovery example

Protect information and money

Explain approved systems, access and reporting routes. Use the fictional supplier-change example and check that staff can find a trusted verification contact. Review the information collected during bookings and the process for correcting an error.

A supplier invoice email looks suspicious: checks for venue staff

Handling guest booking information responsibly

Prepare the handover

Confirm the closing arrangements, monitoring contact where relevant and the process for recording incidents. Outstanding actions need a named owner. The person receiving the handover should understand what has changed and what they need to do next.

Lone closing in a pub: designing the check-in plan

Writing a useful hospitality incident or near-miss record

Review the first shifts

Ask what was clear and what required extra help. Update the training matrix with completed briefings and outstanding actions. Choose one practical improvement from the team's observations. Where food waste is an issue, use a consistent log and compare similar services.

Starting a food-waste log in a small café

Build a training matrix for a small hospitality team

Keep the induction useful

Review the handbook whenever roles, equipment, products or procedures change. Keep the local arrangements with the team's working information and record who owns each update. Use the linked worksheets to capture decisions in a format the next supervisor can understand.

Complete the role's topic coverage

Use the following dedicated guides to extend the first-day briefing into the tasks and responsibilities assigned to each person. A handover should identify what is complete, what needs practice and who provides support.

Allergen awareness and PPDS labelling

COSHH awareness for hospitality and cleaning

Manual-handling awareness

Fire safety awareness

Hospitality safety: slips, cuts and burns

Responsible alcohol sales and age checks

Conflict de-escalation and customer aggression

Preventing sexual harassment at work

Spiking awareness and customer welfare

Lost children and family reunification awareness

Safeguarding children: recognise and report

Safeguarding adults: recognise and report

Lone working and closing-time safety

Event staff and volunteer induction essentials

Crowd awareness for front-line staff

Incidents, near misses and factual reporting

Accessible customer service

Neurodiversity-aware customer service

Customer service essentials

Complaints and service recovery

Food waste and sustainable service

Stock rotation and delivery checks

Cleaning and disinfection routines

Pest awareness for hospitality

HACCP and food-safety systems introduction

Noise and hearing protection awareness

Heat, weather and outdoor staff welfare

DSE and workstation awareness

Stress and mental wellbeing awareness

Cybersecurity for venue staff

Data protection for hospitality staff

Modern slavery and exploitation awareness

Medical emergencies: recognising danger and calling for help

First-aid appointed-person responsibilities

Fire warden role awareness

Risk-assessment principles

Electrical safety awareness for venue staff

Work-at-height and ladder awareness

PPE and occupational skin care awareness

Protective security awareness for venue staff

Latest guidance: https://crewbright.co.uk/resources/staff-induction-handbook/