



Ready to Serve

Following Lockdown

This is to certify that

Caroline Hayden

completed an e-learning course in the above subject.

- The key areas covered:
- Risk assessment
 - Team safety protection
 - Developing the offer
 - Welcoming guests
 - Conflict and communication
 - Cleaning and hygiene
 - Building and equipment and management
 - Operational planning

Date: 24/06/2020

Signed: 

Martin Hilton
Director of Learning & Education
Fellow Higher Education Academy

