

DEALING EFFECTIVELY WITH MAJOR INCIDENTS IN THE LEISURE INDUSTRY



Challenge

- How you & your staff cope with a major incident at your venue can have immediate & unintended consequences for your business.
- Failure to deal with the situation effectively, will almost certainly result in potentially catastrophic damage to your immediate business operations & create longer-term reputational damage.



Solution

- We design & deliver bespoke incident management training for companies across the leisure industry. Highly practical & targeted training; relevant & appropriate to each tier of staff. Principles:
 - Awareness of the incident management plan & individual roles within it.
 - Knowledge & skills to implement respective roles in the plan.
 - Communicate effectively with the emergency services, other staff, the public & the media.
 - Assess different scenarios & apply the principles to each situation.
 - Review procedures regularly as an integral part of continual improvement.



Case Study

- Benchmark Training delivers Major Incident Training to Gravity Force Ltd, as an integral part of the company's business continuity preparedness plan.
 - The highly successful training prepares Court Marshals, Supervisors & Duty Managers to plan for & manage incidents across multiple, higher risk sites; and prepares senior management to recover operations as safely & quickly as possible.



Quotes

- *'I feel much more confident, as a Duty Manager, to deal with problems on site and communicate effectively with my team.'*
 - *'It was incredibly informative & delivered to a very high standard.'*
- *'If an incident occurred, I now have a better, more structured way to deal with it.'*
- *'This will help me to deal effectively with both staff & customers during a situation that could affect the business.'*
- *'I feel that everyone in the work place should learn the things I have learnt today.'*