



# Ready to Serve

## Following Lockdown

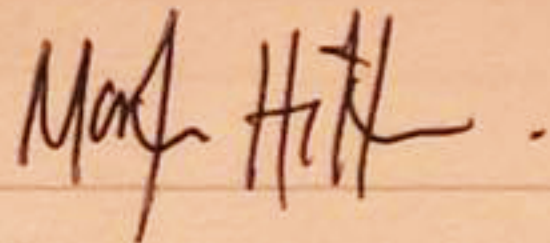
This is to certify that

Kathleen Milward

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: 23/06/2020

Signed: 

**Martin Hilton**  
Director of Learning & Education  
Fellow Higher Education Academy