

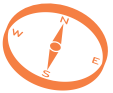
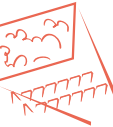


TRAINING FRAMEWORK

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Summary	Customer service and core operational skills	Supervising shifts and advanced operational procedures	Managing teams and cinema operations	Running a commercial business unit and leading teams
'The Knowledge' Modules 	Orientation and Basics Screen Cleaning and Screen Checks Toilets and Foyer Stock and Storage Gate Retail, Alcohol and Sales Excellence Tills & Ticket Sales	Health & Safety Security Open & Close Ticket and Retail Sales Floor Audit First Aid Digital	Safe and Welcoming Environment Security and Cash Managing Systems and Processes Exceptional Auditorium Experience Maximising Revenue Digital	Managing Premises and Security Risk Operational Excellence Running a Commercial Business Digital
	Area or Site Based Workshops	National or Area Workshops	National or Area Workshops	National or Area Workshops
'Skill Up' Training Sessions 	Valuing our Differences Be a Star @ Service Dealing with Difficult Situations Sales Excellence Disability Awareness	Operational Excellence Dealing with Difficult People Be a Star @ Service 1 & 2 Audit Essentials of Digital Standard H&S courses First Aid Working at Heights Evacuation Chair Personal License Holders Alcohol License (Scotland)	Intro to Vue Reports Understanding the P&L Developing Your Business Acumen Film Times Scheduling/Moneyball Local Area Marketing Stock Management Sales Excellence Operational Excellence	Film Times Scheduling/Moneyball Train the Trainer
	Management Development Workshops	Management Development Workshops	Management Development Workshops	Management Development Workshops
	Buddy Training	Step into Management Essential ER	Managing Others Programme ER In site Managing Attendance Recruiting Winning Teams Payroll Performance Reviews Managing the Performance of Others	Leading Others Programme



Orientation and Basics



Screen Cleaning and Screen Checks



Toilets and Foyer



Stock and Storage



Gate



Retail, Alcohol and Sales Excellence



Tills and Ticket Sales