# **Induction Training**

Glasgow Games provides induction training to all new staff. Use the comments to help them complete their induction training guide.

**SECURITY**

Electronic Information

**CUSTOMER SERVICE**

Our company can provide good customer service by:

* having a customer service policy that sets out the standards to be followed when dealing with customers

Our company provides good customer service because:

* there will be fewer complaints from customers, which will decrease the costs to the business

**HEALTH AND SAFETY**

Display Screen Regulations

* Employers should provide training to ensure employees know how to use all equipment safely and correctly.

Fire Regulations

* Employers must carry out a fire risk assessment to ensure all fire risks are identified.

First Aid Regulations

* Employers must provide an accident book/form to record any accidents so there is a permanent record of the incident.