

Download Your Free HMM Resources

Poster Pack

This pack includes printable posters for staff areas and customer-facing spaces.

POSTERS INCLUDED:

- “Please Respect Our Team” customer kindness poster (FOH)
- Wellbeing Reminders for Staff (BOH)
- Healthy Mind Pyramid poster
- Back of House, Front of Mind Podcast Poster
- Crisis Support Poster

HOW TO USE:

- Display in staff rooms, kitchens, prep areas, and near time clocks.
- Place customer-facing posters at entry points, service counters, menus, chalkboards.
- Refresh posters monthly for visibility.

Fact Sheet Pack

Ready-to-print fact sheets for hospitality venues.

FACT SHEETS AVAILABLE:

- Top Mental Health Risks in Hospitality
- Customer Incivility: Managing Emotional Labour
- Emergency & Helpful Resources (Crisis and Non-Crisis Support)
- Fatigue Early Warning Signs- Grounding Techniques for Busy Shifts

HOW TO USE:

- Print and share during induction.
- Include in onboarding packs or team folders.
- Use in team meetings or toolbox talks.
- Print wallet-sized versions.
- Keep in staff rooms, break areas, or POS terminals.

Conversation Scripts Pack

SCRIPTS INCLUDED:

- 5-Minute Pre-Shift Check-In Script
- “Notice, Ask, Guide” Support Conversation Script
- Responding to Customer Aggression (staff support version)
- Debrief Script After a Difficult Shift
- How to Ask About Burnout or Fatigue

HOW TO USE:

- Keep printed copies for supervisors.
- Read aloud during pre-shift huddles.

Onboarding & Checklists Pack

CHECK-LISTS INCLUDED:

- WHS Psychosocial Safety Checklist (WA-ready)
- Wellbeing Champion Role Description

HOW TO USE:

- Print and use during monthly leadership meetings.
- Keep in manager folders or induction packs.
- Use checklists as part of continuous improvement.