

TRAINING PATHWAYS

WHAT TO DO IN THE FIRST TEN MINUTES

A First Aid guide for hospitality

WWW.TRAININGPATHWAYS.CO.UK

RACHEL@TRAININGPATHWAYS.CO.UK

07494 904698



WHY FIRST AID IN HOSPITALITY IS DIFFERENT

Hospitality environments are fast, pressured and unpredictable.

When an incident happens, you may have other factors at play:

- Music may be loud.
- Customers may be drinking.
- Teams are often short-staffed.
- Service cannot simply stop.

In those first few minutes, people don't usually panic. They hesitate.

Not because they don't care, but because they are worried about:

- Doing the wrong thing.
- Disrupting service.
- Making the situation worse.
- Being blamed.

This Guide Is About Confidence, Not Perfection

You don't need to be a medical professional. You don't need to remember everything.

What you do need is:

- A calm, structured way to respond.
- Clarity on what matters first.
- Confidence to act while help is on the way.

This guide is designed to give you that clarity, so if you find yourself first on scene, you can act decisively and safely.

We'll break down a simple framework for what to do in the first ten minutes after an incident on site.



THE FIRST TEN MINUTES FRAMEWORK

When an incident happens, the first 10 minutes matter more than anything else.

You don't need to know everything. You need a clear order of actions.

This simple framework is designed to help you stay calm, focused and effective.

Step 1: Assess the Situation

Take a moment to look before you act. Assess quickly. Ask yourself:

- What has happened?
- Is the casualty safe?
- Are there any immediate dangers?
- Could anyone else be at risk?

Hazards don't disappear just because someone is injured.

If there is danger, such as broken glass, overcrowding, intoxicated guests, live electricity or wet floors, pause, make it safe and call for help.

Step 2: Make It Safe

Before you help the casualty, reduce the risk to yourself and others. Protecting yourself in first aid is essential.

In venues, this may mean:

- Pause service if needed.
- Move customers out of the way.
- Isolate hazards.
- Ask team members to help.

If you cannot make the scene safe, do not rush in. Get help. You can't help if you become the next casualty.

Want your team to feel confident handling situations like these?

I offer a free 15-minute First Aid Provision Check to help you understand what your venue needs. No pressure, just practical advice.

Book your free call: rachel@trainingpathways.co.uk



THE FIRST TEN MINUTES FRAMEWORK

Step 3: Identify the Biggest Threat to Life

Not every injury is the priority. Look first for:

- Severe bleeding.
- Unconsciousness.
- Breathing problems.

Catastrophic bleeding always takes priority.

Hospitality-specific risks may include:

- Burns.
- Choking.
- Collapse.
- Alcohol/drug complications.

Your role isn't to diagnose, it's to recognise what will cause the most harm fastest if nothing is done.

Step 4: Call for Help Early

Don't wait until you're certain.

- Shout for help.
- Ask for someone to call 999.
- Get the first aider, supervisor or manager.

Be clear in your instruction:

- "You, call 999 now."
- "You, get the first aid kit."

Early calls save lives.



THE FIRST TEN MINUTES FRAMEWORK

Step 5: Act With Confidence

Do what you can within your level of training:

- Control bleeding.
- Keep the casualty safe and still.
- Monitor breathing and levels of response.
- Reassure them until help arrives.

You do not need to be perfect. You need to be present and proactive.

Remember

- Shout for help.
- Ask for someone to call 999.
- Get the site first aider, supervisor or manager.

“You, call 999 now.” “You, get the first aid kit.”

Early calls save lives.

Confidence during service doesn’t happen by accident. It comes from having the right people trained at the right level.

If you’re unsure whether your current first aid provision is suitable for your venue, I offer a free 15-minute call to help you understand your legal responsibilities, assess whether you have enough trained staff, and identify practical gaps in your emergency response.

Book your free First Aid provision check:

rachel@trainingpathways.co.uk

www.trainingpathways.co.uk



THE FIRST TEN MINUTES FRAMEWORK

Hospitality can be unpredictable.

When something goes wrong, the first few minutes matter.

What this guide can (and can't) do

This guide can:

- Improve awareness.
- Reduce hesitation in emergencies.
- Support better decision-making.

This guide cannot:

- Replace first aid training.
- Teach practical skills.
- Prepare you for every scenario.

Why Practical Training Matters

In real incidents:

- Stress affects memory.
- Situations change quickly.
- Confidence comes from practising, not reading.

This is why hands-on training is essential.

Important

This guide is for awareness only.

It does not replace accredited first aid training or assessment.

Always act within your level of training and company procedures.

Emergency services should be contacted immediately in any serious incident.

