

NEW EMPLOYEE ORIENTATION CHECKLIST

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Welcome new employee	
COMPANY VALUES	
Commitment to Quality	
About our Coffee (organic, hand-picked, fair trade, bird friendly)	
Teamwork	
Restaurant Tour & Introduction to staff	
WHAT YOU CAN EXPECT	
Pay Structure	
Probation Period	
Benefits (employee discount, vacation pay, medical & dental)	
Performance Review System	
RULES & REGULATIONS	
Work Schedule (where posted, how to book days off etc.)	
Breaks & Staff Meals (when & where)	
Use of Store Phone & Cell Phones	
Personal Belongings (where & how to store)	
Getting in & out of Building After Hours	
Show Location of Operations Manual & Policy Book	
WORKPLACE SAFETY	
Review Emergency Procedures (emergency numbers, location of fire equipment, electrical panels)	
First Aid Kit	
What to do in Case of Robbery or Violent Incident	
THE TRAINING PROCESS	
Hand out Training Materials & Employee Handbook	
Explain Training Process	
Ask Questions & Learn From Mistakes	
UNIFORM & PROFESSIONAL IMAGE	
Hand out Uniform & Explain Dress Standards	
Explain Uniform Care & Maintenance	
Hair, Jewelry, Cosmetics, Nail Polish & Hygiene Standards	
Explain about Professional Image	
OUR EXPECTATIONS	
Quality of Service & Food	
Cleaning	
Food Safety	
Cost Control	

Date: _____ Trainer: _____ Trainee: _____

NOTES:

Welcome New Employee – Make sure to extend a sincere “Welcome to our Team!” Let the new employee know you’re there to help them feel comfortable and you’re glad to have them as part of your team.

COMPANY VALUES

Commitment to Quality – Explain about Trees’ commitment to using high quality ingredients, and producing high quality menu items.

About our Coffee – Explain about the coffee we use. Hand out information sheet to employee..

Teamwork – Explain about good teamwork, and why it is important.

Restaurant Tour & Introduction – Show employee around the restaurant, pointing out exits, locations of fire extinguishers & first aid kit, where to store personal belongings, where schedule & other notices are posted etc... As you walk around, introduce the new employee to everyone working at the time.

WHAT YOU CAN EXPECT

Pay Structure – Inform employee how often they will get paid, how to pick up their cheque, what deductions will be on their cheque etc..

Probation Period – Explain about the 90 day probation period, in which both the employee and Trees have an opportunity to ensure this job will be a good fit for them, and how either party can terminate the employment at any time during the first 90 days.

Benefits – Explain about the employee discount, how vacation pay is accrued, extended health benefits (if applicable).

Performance Review System – Explain how and when we conduct performance reviews to help the employee do their job better, and also to determine what kind of pay raise they might get based on their performance.

RULES & REGULATIONS

Work Schedule – Explain how the schedule works, how often and when it is posted, how to book days off etc...

Breaks & Staff Meals – Explain how the breaks work, paid or unpaid, where to take breaks etc..

Use of Phone – Explain the rules for using the store phone for personal calls, & rules for cell phones (eg. Put away during shift).

Personal Belongings – Show employee where and how to store their belongings.

Getting in & out of building after hours – Explain what to do if you are opening or closing; key disbursement, which door to use etc...

Location of Ops Manual & Policy Book – Show the employee where they are kept and how to look up information if they need it.

WORKPLACE SAFETY

Emergency Procedures – Explain what to do in case of emergency: who to contact, show where fire extinguishers are located, show where breaker panels are located.

First Aid Kit – Show where first aid kit is located.

What to do in case of robbery – Explain about procedures for this situation, emphasize importance of employee safety, how to minimize the potential loss (make cash drops, keep safe locked, back door locked etc.)

THE TRAINING PROCESS

Explain Training Process – Explain about how you will train them, how many shifts are devoted to training, use of training materials etc.

Ask Questions & Learn from Mistakes – Explain to the employee that it is ok for them to ask questions about anything they don't understand; don't feel embarrassed to ask a stupid question. Also explain that it's ok to make mistakes in the beginning while they're learning. Nobody is perfect when they first start this job.

UNIFORM & PROFESSIONAL IMAGE

Hand out Uniform & Explain Dress Standards – Make sure employee is given a clean uniform in the correct size. Explain standards for pants & shoes.

Explain uniform Care & Maintenance – how to care for the shirt (wash in cold water with dark colours etc.). Explain how aprons are laundered.

Hair, Jewelry & Hygiene Standards – Explain how hair must be tied up if longer than shoulder length. Explain Policy on make-up, jewelry & hygiene (refer to Uniform Standard in Ops Manual)

Explain about Professional Image – Most people are not aware what this means. Be sure they understand how to dress, act and speak in a professional manner.

- Wear proper uniform, clean & wrinkle-free; well-groomed appearance
- Stand up straight and smile
- Use please & thank you when talking with customers or other employees
- Don't use profanity or talk about inappropriate topics
- Don't ignore customers while talking to other staff

OUR EXPECTATIONS

Quality of Service & Food – Explain about our goal to provide top quality service and food, by ensuring we are friendly and helpful towards customers, and never serving any inferior quality product for any reason.

Cleaning – Explain about required cleaning to be done. Explain why this is important for the customer experience: clean tables to eat at, clean washrooms to use, food safety reasons etc..

Food Safety – Explain the importance of safe food handling, and our duty to ensure we don't make any customers ill.

Cost Control – Explain the employee’s responsibility to help control costs such as not wasting food unnecessarily, proper portioning of ingredients, not giving out too many napkins etc. Also explain how this can benefit them as well (ie if we save money, we can afford better pay raises).