

**Rethinking Recruitment for Tourism**

**Induction and New Starter Check-In – Template Documents**



**Day 1: Induction**

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**PART 1: INTRODUCTION**

*See separate document for sample agenda* [*‘Induction Training Plan - Sample Agenda, Day 1’*](https://covid19.failteireland.ie/business-supports/hr/recruitment-for-re-opening/from-newcomer-to-team-member-effective-onboarding/)

**Welcome to XXXX**

|  |  |
| --- | --- |
| **Name** |  |
| **Role** |  |
| **Line manager** |  |
| **Start date** |  |

**My Team**

*Complete this chart with your line manager*

**Our Values**

*Complete this chart with your line manager*

|  |
| --- |
| **What makes us different** |
|  |
| **What it means to work here as an employee** |
|  |
| **How we value each other** |
|  |
| **How we value our customers / visitors** |
|  |

**PART 2: INFORMATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **What you need to know, Day 1** | | **Date** | **Trainer signature** | **Staff signature** |
| Policies & Procedures, Uniform, Handbook | |  |  |  |
| Business Specific Information | |  |  |  |
| A Typical Day | |  |  |  |
| Customer Charter & Guest FAQ’s | |  |  |  |
| Key Information for Staff | Roster |  |  |  |
| Buddy System |  |  |  |
| Team Huddles |  |  |  |
| On the Job Training |  |  |  |
| Absence Procedure |  |  |  |
| Break Times |  |  |  |
| Personal Grooming |  |  |  |
| Uniform Standards |  |  |  |
| Staff Recognition |  |  |  |
| Time off Requests |  |  |  |
| How to get your pay slip |  |  |  |
| Staff Tips |  |  |  |
| New Starter Documentation |  |  |  |

**PART 3: TRAINING**

*This table here is a template to introduce the new staff member to all training they will receive and when. See separate ‘*[*Training Template and Checklist’*](https://covid19.failteireland.ie/business-supports/hr/recruitment-for-re-opening/from-newcomer-to-team-member-effective-onboarding/) *document to help you track training.*

|  |  |
| --- | --- |
| **Training Type** | **Date Scheduled** |
| **Mandatory training** |  |
| Company Induction |  |
| Manual Handling |  |
| Health & Safety & Infection Control Training |  |
| HACCP & Food Safety Training |  |
| First Aid and Fire Safety |  |
| **E-learning** |  |
| GDPR |  |
| Responsible Service of Alcohol |  |
| Introduction to Customer Service |  |
| Fundamentals of F&B Service |  |
| **Cross training / other** |  |
| Departmental Standard Operational Procedures |  |
| Secure Cash Handling |  |
| Customer Booking Enquiry Handling |  |
| Delivery – Goods-in Check-in |  |
| Cross selling and Upselling |  |

**PART 4: TOUR**

|  |  |
| --- | --- |
| **Tour of all Back of House Areas** | |
| **Signed line manager** |  |
| **Signed** |  |
| **Date** |  |
| **Tour of all Front of House Areas** | |
| **Signed line manager** |  |
| **Signed** |  |
| **Date** |  |

**Check in Meetings**

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**Record - Check in Meetings**

|  |  |  |  |
| --- | --- | --- | --- |
| Week 1 | | | |
| Day | **Date** | **Time & location** | **Meeting with** |
| Monday |  |  |  |
| Tuesday |  |  |  |
| Wednesday |  |  |  |
| Thursday |  |  |  |
| Friday |  |  |  |
| Saturday |  |  |  |
| Sunday |  |  |  |

**Templates - Check in Meetings – Week 2**

|  |  |  |  |
| --- | --- | --- | --- |
| Week 2 | | | |
| Day | **Date** | **Time & location** | **Meeting with** |
| Monday |  |  |  |
| Tuesday |  |  |  |
| Wednesday |  |  |  |
| Thursday |  |  |  |
| Friday |  |  |  |
| Saturday |  |  |  |
| Sunday |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Department** |  |
| **Location** |  | **Line manager** |  |
| **Start date** |  | **Check in date** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Week 2** | **Exceeds standards (3)** | **Meets standards (2)** | **Below standard**  **(1)** |
| **Behaviours** | | | |
| **Teamwork** |  |  |  |
| **Communication** |  |  |  |
| **Attitude** |  |  |  |
| **Flexibility** |  |  |  |
| **Attendance** |  |  |  |
| **Timekeeping** |  |  |  |
| **Uniform standards** |  |  |  |
| **Competency** | | | |
| **Quality of work** |  |  |  |
| **Job knowledge** |  |  |  |
| **Customer service skills** |  |  |  |
| **Problem solving** |  |  |  |
| **Attention to detail** |  |  |  |
|  |  |  |  |
| **Total check in scores** |  |  |  |

|  |  |
| --- | --- |
| **Line manager feedback** |  |
| **Feedback** |  |
| **Next steps & training needs** |  |
| **Signed line manager** |  |
| **Signed** |  |

**Templates - Check in Meetings – Week 2**

|  |  |  |  |
| --- | --- | --- | --- |
| Week 4 | | | |
| Day | **Date** | **Time & location** | **Meeting with** |
| Monday |  |  |  |
| Tuesday |  |  |  |
| Wednesday |  |  |  |
| Thursday |  |  |  |
| Friday |  |  |  |
| Saturday |  |  |  |
| Sunday |  |  |  |

**New starter check in - Week 4**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Department** |  |
| **Location** |  | **Line manager** |  |
| **Start date** |  | **Check in date** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Week 4** | **Exceeds standards (3)** | **Meets standards (2)** | **Below standard**  **(1)** |
| **Behaviours** | | | |
| **Teamwork** |  |  |  |
| **Communication** |  |  |  |
| **Attitude** |  |  |  |
| **Flexibility** |  |  |  |
| **Attendance** |  |  |  |
| **Timekeeping** |  |  |  |
| **Uniform standards** |  |  |  |
| **Competency** | | | |
| **Quality of work** |  |  |  |
| **Job knowledge** |  |  |  |
| **Customer service skills** |  |  |  |
| **Problem solving** |  |  |  |
| **Attention to detail** |  |  |  |
|  |  |  |  |
| **Total check in scores** |  |  |  |

|  |  |
| --- | --- |
| **Line manager feedback** |  |
| **Feedback** |  |
| **Next steps & training needs** |  |
| **Signed line manager** |  |
| **Signed** |  |

**Scoring Template**

|  |  |  |  |
| --- | --- | --- | --- |
| **Behaviours** | | | |
|  | **Exceeds standard**  **3** | **Meets standard**  **2** | **Below standard**  **1** |
| **Teamwork** | Leads team activities and works effectively with all colleagues. Seeks collaborative opportunities within the team | Demonstrates effective teamwork skills and builds good rapport with colleagues and customers. | Colleague fails to integrate with the team. |
| **Communication** | Can consistently find the best way of communicating with others (colleagues and customers), even when issues arise. | Demonstrates  effective communication skills. | Poor communications skills demonstrated with colleagues/ customers. |
| **Attitude** | Positive and proactive approach to work. | Good attitude to work and colleagues/ customers. | Poor attitude to work and fails to display required standards. |
| **Flexibility** | Expresses a willingness to work all hours required by the business.  Completed cross training in line with training schedule and shows willingness and adaptability to work in other areas. | Agrees and works contracted hours.  Completed cross training in line which training schedule. | Raises objections / failure to work contracted hours.  Cross training not completed.  Unwilling to move to other areas when requested, i.e. cover breaks on service etc. |
| **Attendance** | 100% attendance rate. | Follows the correct absence procedures. | Failure to follow absence reporting procedures / high levels of absence during probationary period. |
| **Timekeeping** | 100% timekeeping on all occasions for each rostered start, finish time and break. | Colleague follows the correct timekeeping procedures. | Colleague is recorded as being late on commencement of work / returning from breaks on more than 2 occasions. |
| **Uniform**  **standards** | Excellent uniform and grooming standards achieved on all occasions. | Meets required company standards. | Below company standards and has had to be spoken to regarding their uniform/grooming standards. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Competencies** | | | |
|  | **Exceeds standard**  **3** | **Meets standard**  **2** | **Below standard**  **1** |
| **Quality of work** | Prioritises tasks.  Follows tasks through and meets deadlines set.  Excellent standard of work. | Methodical approach to work.  Usually meets deadlines set.  Achieves standards of work set. | Consistently does not follow tasks through.  Fails to meet required standard of work. |
| **Job knowledge** | Colleague strives to complete their training checklist ahead of schedule and demonstrates their learnings and exceeds standards required of the role. | Colleague training checklist completed on time and meets required standard. | Colleague fails to meet required standards. |
| **Customer service skills** | Proactive and looks to identify customer needs. | Meets customer needs. | Fails to meet customer service requirements. |
| **Problem solving** | Identifies if a guest has a problem, creates a plan of action to resolve it and follows through to ensure guest is satisfied. | If a guest has a problem, discusses it with supervisor to identify how to resolve it. | Ignores problems. |
| **Attention to details** | Consistently anticipates even the smallest details that make for a great customer experience. | Understands and applies a level of care to guest interactions. | Does not have a focus on small details. |