

**Rethinking Recruitment for Tourism**

**Induction Training Plan - Sample Agenda, Day 1**



**Induction Training Plan – Guidance Note**

Your induction training plan should include these 11 steps.

|  |  |
| --- | --- |
| Skating with solid fill | Ice breaker (see examples overleaf) |
| Handshake with solid fill | Introductions: colleagues introduce themselves or as an ice breaker, colleagues introduce each other |
| List with solid fill | Provide briefing of the company |
| Group outline | Who are we, our history, what we stand for, organisation structure, company mission, vision & values (if applicable) |
| Teacher with solid fill | Mandatory training (e.g., Manual Handling Training, HACCP, Food Safety, PPT, GDPR) |
| Customer review outline | Important areas for specific businesses: e.g., focus on customers & the business expectations |
| Daily calendar with solid fill | A typical day (generic or specific depending on the audience) |
| Care with solid fill | Other: Wellness, Recognition of Colleagues, Benefits such as an EAP, Team Huddles, where to find more information, Buddy System, Simple Rules (smoking only on breaks etc) |
| Court with solid fill | Tour: Canteen, locker room, smoking area |
| List outline | Documents: Opportunity to fill in new starter forms, emergency contact details, collect signed contracts, verify passport & right to work documentation, give out job descriptions |
| Payroll outline | Hygiene factors: When they receive their payslips, breaktimes, absence policy |

The table shows how you can structure and time your induction training

|  |  |  |
| --- | --- | --- |
| **Title area** | **Timing** | **Who** |
| **PART 1: INTRODUCTION** | | |
| Ice breaker *(see examples on next page)* | 15 mins | Facilitator and all |
| Introductions | 15 mins | All |
| My Team | 10 mins |  |
| Our Values |  |  |
| **PART 2: INFORMATION** | | |
| Policies and Procedures |  |  |
| A Typical Day |  |  |
| Customer Charter & Guest FAQs |  |  |
| Key Information for Staff |  |  |
| Mandatory training |  |  |
| **PART 3: TRAINING** | | |
| Overview of mandatory training and scheduled dates |  |  |
| Overview of e-learning training and deadline for completion |  |  |
| Cross training / other and scheduled dates |  |  |
| **PART 4: Tour** | | |
| Back of house tour |  |  |
| Front of house tour |  |  |
| Close |  |  |

**Sample Icebreakers**

Ice breaker questions serve two purposes

1. They allow your new starters to get into a fun, more creative state and relax.
2. They encourage conversation on topics typically reserved for outside the office, which enables members of your team to get to know one another on a deeper level.

**Ice Breaker 1**

Asking fun questions is an easy and effective ice breaker game. To play, simply go around the room and have each person provide an answer to a fun question. The questions are up to you, but if you're stuck, here are a few ideas:

* You're stranded on a desert island and can bring 3 items with you. What are they?
* If you could be any animal, what would you be and why?
* What was the first concert you ever went to?
* If you could have any celebrity over for dinner, who would it be and why?

**Ice Breaker 2 - 18 and under**

18 & under is an engaging and unique way to encourage team members to share fun or interesting stories with one another. Before a meeting, simply go around the room, and ask each person to share one accomplishment they had before they turned 18.

Undoubtedly, you'll get some of lesser importance, like "I bought a skateboard," but you never know what hidden skills you might discover in your colleagues / new starters.

**Ice Breaker 3**

* Place a map & a set of pins at the front of the room before the session. As people walk in, ask them to place a pin on the map to indicate where they were born or raised.
* As the map fills up with pins, people will learn about how diverse their teammates might be. Allow some time at the end of the meeting for your colleagues / new starters to walk up and look more closely at the map.