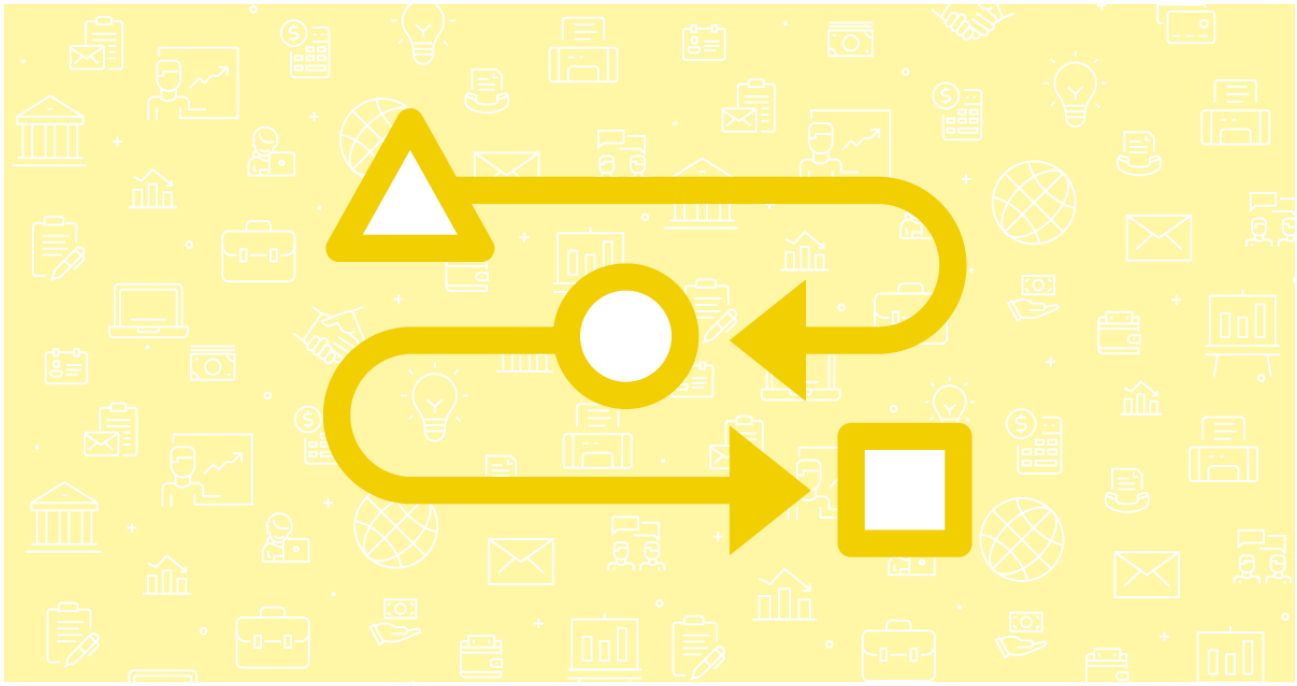
Restaurant Employee Onboarding Checklist

Use this onboarding checklist to ensure your new employees have an efficient and successful onboarding experience when joining your restaurant.



DOCUMENTS & SET UP

- [ ] Employee folder created (paper and/or digital)
- [ ] Employee has complete W-9 and other employment documents
- [ ] Employee has provided direct deposit/bank information
- [ ] Employee has provided all relevant contact information
- [ ] Employee has received welcome packet and training documents/manual
- [ ] Employee has received a copy of the employee handbook
- [ ] Company culture documents (include dress code, professional ethics, and the code of conduct)
- [ ] Give an overview of the restaurant, mission, and goals
- [ ] Reviewed scheduling policies (shift swaps, request time off, sick days)
- [ ] Compensation and benefits documents
- [ ] Job description and responsibilities
- [ ] Name tag has been created and ordered
- [ ] Uniform has been provided
- [ ] The schedule has been provided, the employee has been informed of where and when the schedule will be posted
- [ ] Employee has been set up in your systems (payroll, scheduling, POS, etc)
- [ ] New hire introduction to other employees
- [ ] Give a full tour of the restaurant facility

EMPLOYEE TRAINING

- [ ] TRAINING MATERIALS (Walk employee through training manual (or videos))
- [ ] POS TRAINING (Set up training on POS system)
- [ ] TEAM TRAINING (Partner with another employee to assist with training)
- [ ] PRODUCT KNOWLEDGE (Set up training and overview of menu and drink items)
- [ ] CUSTOMER SERVICE APPROACH (Set up practice customer service examples including problem-solving skills, food/drink mistakes, resourcefulness, empathy, etc)
- [ ] FLOOR TRAINING (walk the employee through greeting customers, taking orders, upsell items, running food, etc)
- [ ] MENU TESTING (employee has clear understanding of menu, had menu testing, and passed menu test)
- [ ] SHIFT ROLES (Set up shifts so employee can experience different roles in the restaurant)

CONTINUED TRAINING

- [ ] EMPLOYEE FIRST SHIFT RUN (partner with a shadow)
- [ ] EMPLOYEE SECOND SHIFT RUN (partner with a shadow)
- [ ] SCHEDULE ADDITIONAL SHADOW TRAINING (if needed)
- [ ] FEEDBACK (things to review/work on)
- [ ] ADDITIONAL TRAINING (if needed)
- [ ] PRAISE (positive feedback/boost confidence)
- [ ] QUESTIONS AND CONCERNS (let new employee give feedback or ask questions)
- [ ] SET PERFORMANCE GOALS
- [ ] CHECK-INS (one month, three months, six months)
- [ ] EMPLOYEE REVIEW AND QUESTIONNAIRE (3, 6,9 , and 12 months)

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