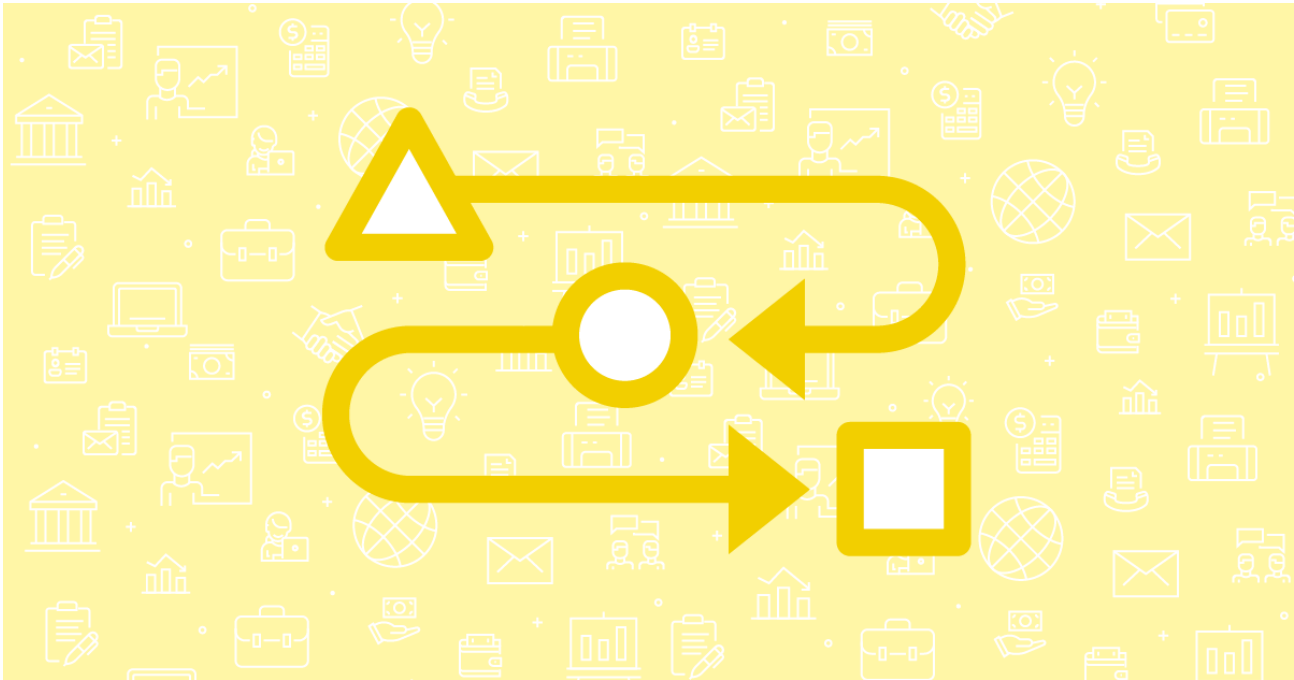


Restaurant Employee Onboarding Checklist

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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