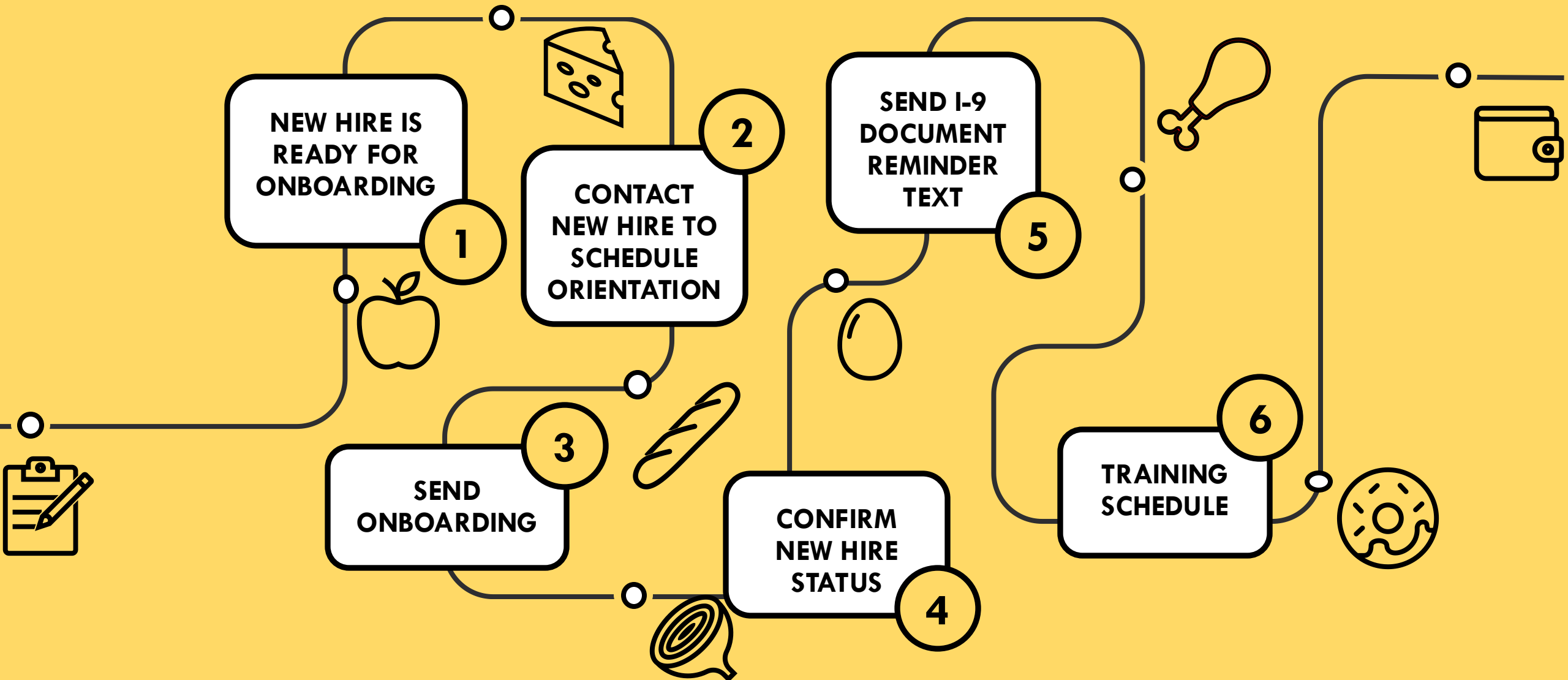


CREATING YOUR SHOPPING LIST FOR ONBOARDING

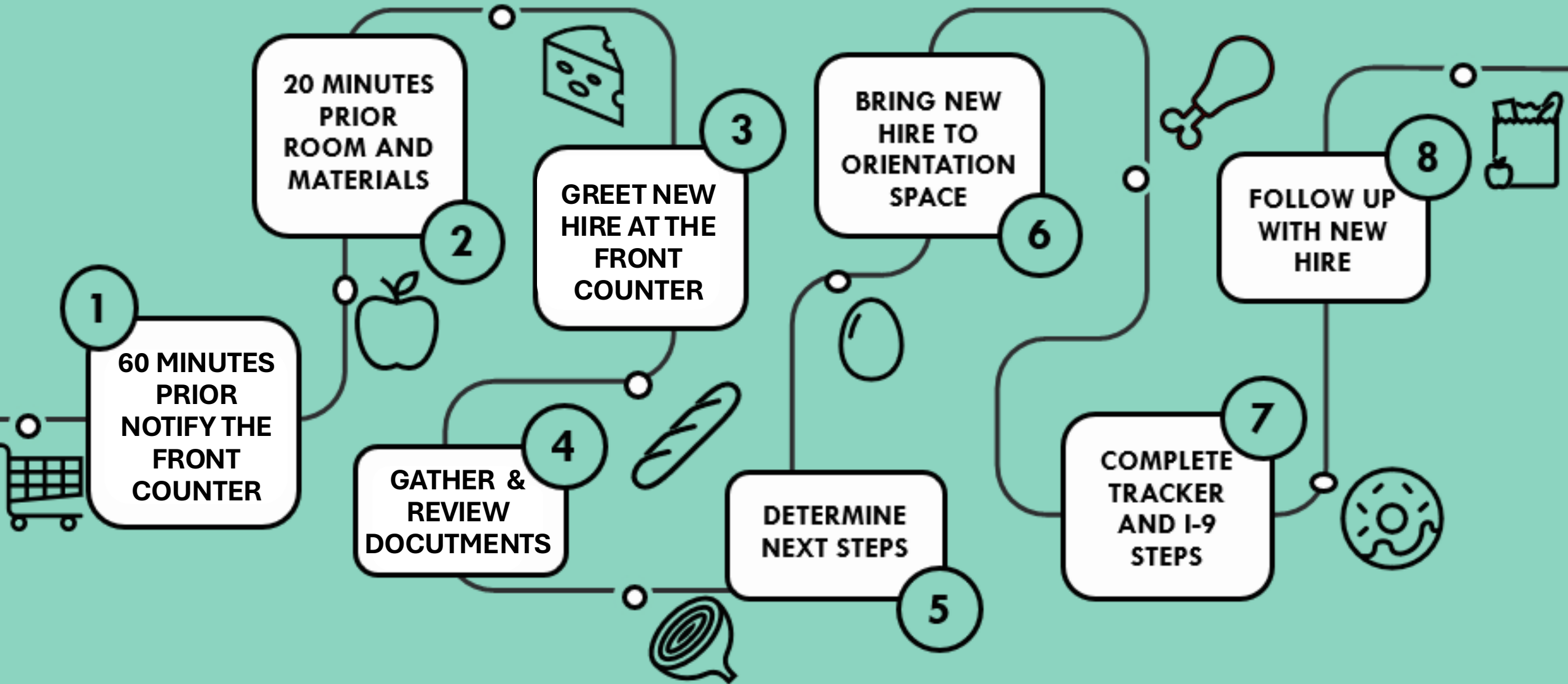


Pre-Orientation



1. **New Hire is ready for onboarding: Ensure the offer letter has been signed and/or background check requirements have been completed**
2. **Contact the New Hire to schedule orientation and explain the next steps. Then save a reminder on your calendar for the day before orientation to check task completion status**
3. **Send onboarding paperwork to the new hire utilizing the agreed upon date from step 2 as the start date and hire date for the new employee**
————— 24 hours prior to orientation —————
4. **Confirm new hire status by verifying the onboarding paperwork has been completed**
5. **Send a reminder text through iCIMS utilizing template “I-9 Document Reminder Message”**
6. **Gather their training schedule from their supervisor & fill in those details on their “Training Schedule & Contact Information” handout**

SHOP YOUR WAY THROUGH ORIENTATION

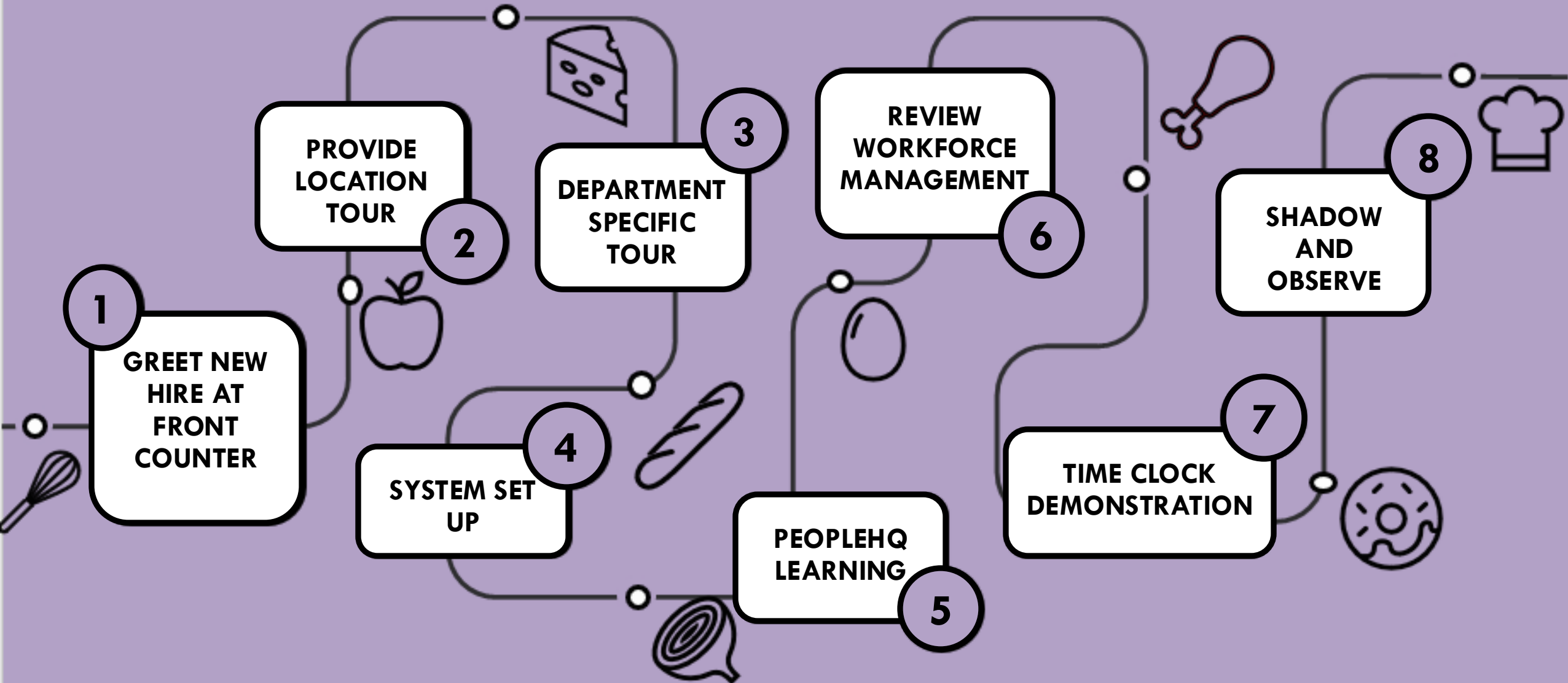


Orientation Day

1. 60 minutes prior to Orientation, inform the front counter that you have a New Hire coming for Orientation and who the counter should notify when the new hire arrives
2. 20 minutes prior to orientation prepare the room and materials:
 - log into Virtual Orientation
 - Gather their training schedule and welcome packet
 - Along with the welcome packet and schedule, ensure a pen, bottle of water, and snacks are on the table. Add 2 employee discount fobs to each welcome packet
3. Greet the new hire at the front counter promptly
4. Collect their I-9 Documents to verify they are approved (utilize the I-9 Document List for reference)
5. Determine next steps. **Do not proceed without proper I-9 Documentation and reschedule if needed.** If the documents are valid originals proceed with step six
6. Bring the new hire to the Orientation space
 - Show new hire their welcome packet, training schedule, and collect size information for branded polo shirt (if applicable)
 - Explain to the new hire how virtual orientation works and show them how to mute/unmute themselves so they can participate
 - Share with new hire where the restrooms and water fountain are as well as how to locate you should they need something during virtual orientation
7. Complete Tracker and iCIMS steps: by entering in the I-9 in Tracker and Send to UKG in iCIMS while the new hire is attending Virtual Orientation
8. While new hire is in orientation, prepare temporary name badge. After 2 hours, return to the orientation room to wrap up their 1st day. Answer any questions the new employee may have and review their training schedule to ensure there are no issues. Provide the new employee their polo shirt (if applicable) and temporary name badge.



CREATE A CRAVEABLE EXPERIENCE

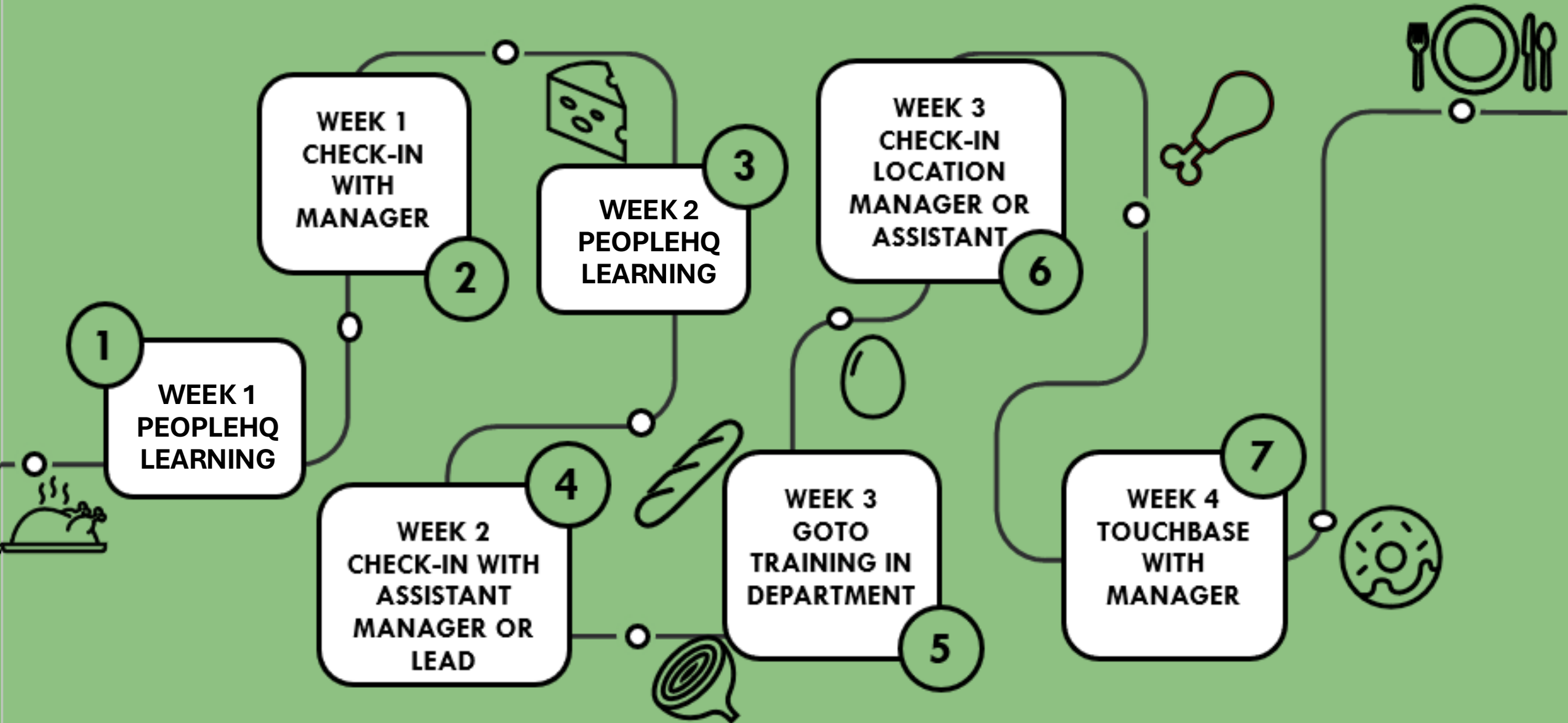


Post-Orientation “Day 1”



1. **Greet new hire at the front counter**
2. **Provide location tour and introduce them to other employees including other departments and leadership team (don't forget the HRG if applicable)**
3. **Department specific tour including backstock, communication board, supplies and any other area they would consistently work in for their daily routine**
4. **System set up: Assist the new hire with the Post Orientation Tasks: Sign up for Rewards, Log into Coborn's Intranet, Register for Coborn's Pulse, Link Rewards to their Employee Profile and Review and Sign Acknowledgements in PeopleHQ**
5. **Complete PHQL tasks : Safety Training, GoTo, Scheduling for Hourly Employees, Sexual Harassment, other job specific trainings as assigned in the system**
6. **After the new hire has completed "Scheduling for Hourly Employees" in PeopleHQ Learning – assist them in entering in their availability and reviewing their schedule in the system**
7. **Provide a live demonstration of the timeclock – explain how to use the device and what to do in the event of a missed or incorrect punch**
8. **Shadow / Observe – Allow the new hire to see our Remarkable team members live and in action**

SERVING UP A REMARKABLE TRAINING



Weeks 1 - 4

Week 1

Learning: Limit PeopleHQ learning time to no more than 2 hours per shift. Spread trainings out over course of first few shifts to allow employee time to grasp information. Extend to Week 2 if needed based on number of shifts scheduled

Check-In: After 2nd training shift, supervisor should have a 1:1 touch base (step away from department and grab a pop/coffee/water) with the new employee for a casual conversation on how things are going and what questions they have. Ensure employee availability is up-to-date in system

Week 2

Learning: Ensure PHQ Learning tasks are completed no more than 2 hours per shift until completed

Check-In: Assistant Manager or Lead should touch to see how things are going and give mentorship



Week 3

Learning: GOTO Guest Service Training within the department to add real life examples on how to engage with our guests

Check-In: Touch Base – Location Manager and Assistant Location Manager should stop by to check to see how their training is going and ensure they know that they are here if they have any questions and encourage them to join the locations Fun Committee

Week 4

Check-In: Touch Base with Manager to discuss how it is going and ask if there is anything that you can do to make their job more enjoyable and discuss career goals & share the Career Wheel