

Employee: _____

New Hire Orientation & Onboarding

Facilitator Checklist

PRE-ORIENTATION

- Ensure offer letter has been accepted and pre-employment requirements have been met
- Contact New Hire to schedule orientation
- Using the date of orientation as the employee start date, send orientation paperwork via iCIMS.
- 24 hours prior to orientation, verify new hire has completed their onboarding tasks
- While verifying task completion, use the text message template in iCIMS to send I-9 documentation reminder text to new hire.
- Collect training schedule from supervisor

ORIENTATION DAY

- 60 minutes prior to orientation, notify front counter that a new employee is attending orientation and that they should notify you when the employee arrives.
- 20 minutes prior, prepare the room and materials
 - Log into orientation
 - New Hire Welcome Packet
 - Training Schedule / Contact List
 - Employee Discount Fob
 - Temporary Name Badge
- Greet new hire at Front Counter
- Collect and review I-9 documents
- Determine next steps
 - Invalid** documentation = reschedule orientation
 - Valid** documentation = proceed with orientation
- Walk new employee to orientation room and ensure they have a welcome packet
- Explain to the employee that orientation is conducted virtually and that they are online with multiple locations across the company. Show the employee how to mute/unmute themselves.
- Complete I-9 process utilizing Tracker and move new hire to "Send to UKG" in iCIMS
- Connect with new hire following presentation to answer questions and review training schedule. Provide a branded uniform if applicable



New Hire “Day 1” Following Orientation

Employee: _____

POST ORIENTATION

- Greet new hire at front counter on first day.
- Provide a location tour and introductions
- Provide a department specific tour along with any area that will be part of their daily routine
- Assist them with systems set up:
 - Register for Rewards Program
 - Log into Coborn's Intranet
 - Link Rewards to their Employee Profile
 - Register for Coborn's Pulse
- Set new hire up to complete PeopleHQ Learning
 - Safety Training / Quiz
 - GoTo
 - Scheduling for Hourly Employees
 - Sexual Harassment

POST ORIENTATION

- Coordinate a plan for employee to complete PeopleHQ Learning job specific training (no more than 2 hours per shift)
- Show employee scheduling system and assist them with entering in their availability and upcoming time-off requests
- Show employee location of and provide demonstration of timeclock
- Shadow and Observe – Have the new hire shadow and observe with their training buddy for the remainder of their first shift.

New Hire Weeks 1 – 4 Experience

Employee: _____

WEEK 1

- Learning:** Have new employee complete PHQ Learning (no more than 2 hours per shift. If additional time is needed, add to week 2 schedule.
- Touch Base:** 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 have been completed. To ensure the learner has time to absorb content, do not have them complete more than 2 hours per shift of eLearnings.
- Touch Base:** Assistant Manager or Lead should touch base 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.
- Touch Base:** Location Manager and Assistant Location Manager should stop by to check in with the employee, to see how their training has been going, make sure they have everything they need and are enjoying their work. Invite the new employee to join an upcoming fun committee meeting to meet additional team members.

WEEK 4

- Touch Base:** Direct supervisor should meet with the employee to discuss their performance and make sure the new employee is enjoying their job. Discuss career goals and share the career wheel to bring visibility to career opportunities and growth across the organization.