

Employee Name: _____

Entrance Date: _____

Department: _____

Completed

HUMAN RESOURCES WELCOME

- Employment Contract
- Employee Guide Book
- Business Card
- Brand Standards
- Locker issued: Locker No: _____
- ID Card form completed
- Medical Check Up completed - Date: _____
- HR Administration Forms completed
- Use of telephone for personal calls
- Use of Guest Facilities and Elevators
- Staff Entrance
- Staff Canteen
- Uniform Procedures
- General Grooming Standards

DEPARTMENTAL WELCOME

1. Words of Welcome

- Welcome the new employee to the Department
- Explain the importance of the employee's job
- Buddy Introduced. Buddy's Name: _____

2. Provide a tour of the entire work area

3. Introduction of Co-workers and Supervisors

- Introduce some of the co-workers during the tour
- Introduce the person who will be doing the training
- Introduce the relevant Department Head/s
- Who they report to
- Who they can go to when they cannot find a supervisor

4. Working Conditions

Show the employee:

- Where they do their work
- Starting time and Finishing time (timesheet)
- Overtime policy and requirements
- Pay day and method of payment
- Break periods and location
- Meal period (team restaurant)
- Toilets closest to work area
- Who and how to call if a problem develops and employee is going to be absent or late
- Team meeting and communication notice board

Date received in Human Resources: _____

5. Job content/job description

- Give the employee a copy of their job description
- Explain the basic duties and responsibilities of the job.
- Discuss the job performance standards.

6. Department organization and relation to other departments

- What part of the hotel they are working in
- What their department does
- How the department fits in with the rest of the hotel

7. Departmental policies and procedures

- Explain all departmental policies
- Explain general housekeeping duties and responsibilities

8. Explain departmental training program

- Describe training program
- Let them know how long they will be in training

9. Requirements for continuance of employment

- Performance of duties
- Attendance and punctuality
- Behavior
- Grooming and presentation standards
- Wearing of uniform and name badge

10. Explain problem solving procedure

- Complaint Handling
- Conflict with team member

11. Fire and Safety (explain as appropriate)

- Fire and Safety policy & procedures

12. Performance Management

- Evaluation Procedure

Employees Signature : _____

DH Mgr/Sup Signature : _____

Date : _____

Please ensure that all contained above is conveyed to the new team member on their first day and that this form is returned to the Human Resource Department at the end of the first day.