

ONBOARDING CHECKLIST

Restaurant Employee On-boarding

Congrats you have hired help! Now what? Proper on-boarding and a smooth transition into a workplace can increase productivity, boost employee morale, promotes compliance, and improved employee turnover! Here is an employee checklist for a new hire to help get you through the process!

Before the First Day

Complete all necessary paperwork:

- Social Security number, W-4 form, I-9 Form
- Employee contact info and emergency contact
- Setting up direct deposit for payroll

Prepare a list of restaurant guidelines and policies

- Job Responsibilities
- Covid Safety Procedures
- Hygiene/ Dress code
- Attendance
- Systems and Tech
- Customer Service
- Security
- Opening and closing procedures
- Give them a handbook
- Explain staff scheduling policies
- Assign a mentor
- Inform existing staff about the new hire
- Explain the benefits (again)

First Day

Tour the facility / introduce the new employee
Discuss list of responsibilities, objects and expectations
Give guidance on recommendations and up-selling
Have the new employee shadow the mentor

First Week

Evaluate performance closely
Schedule a meeting to review performance
Ask them how they feel about the job

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EMPLOYEE APPERICATION

Tips for Employee Retention & Appreciation

According to the National Restaurant Association, “The overall turnover rate in the restaurants-and-accommodations* sector was 72.9 percent in 2016, up slightly from a rate of 72.2 percent in 2015.” The seasonal nature of the industry coupled with the long hours and demanding workload contribute to this higher than average turnover rate, but there are some strategies employers can use to retain the right people.

Hiring

More restaurateurs name staffing and hiring as their biggest challenge to success than any other issue, according to the 2017 Restaurant Success Report. Standard-ize the hiring and on-boarding process with an eye toward finding the right people for your team. It’s better to take time to vet applicants than to have to rehire only a few months later. Identify what your company culture is, and bring in your entire management staff during the hiring process to assess if candidates are, indeed, a good fit.

Training

Everyone wants to feel capable of doing their job properly. If your staff isn’t equipped with the right tools and training to get the job done, they will soon get frustrated and begin looking elsewhere. Cultivating a training team of managers, servers, and chefs who can execute your vision and train others to do so is essential. Capture your policies in an employee handbook, and then train from that resource. Foster an environment that welcomes questions and learning, and encourage your staff to continue to better themselves each day.

Recognizing

If your employees feel like they’re stuck in a dead-end job, they will eventually leave. For that reason, it’s important to provide a clear path for advancement for all employees. Also, employees who do not feel that their employers are invested in them will likely look elsewhere. Treat your staff right by offering a living wage and benefits such as health care, maternity leave, and paid time off.

Demonstrate to your employees that they are valuable members of your team every day in both words and actions, and you’ll see your turnover rate drop, as your employees are able to enjoy a professional and positive working environment.



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