



# Department Orientation

## INSTRUCTOR'S GUIDE



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# Department Orientation Training

## Objective

At the end of the tour your new team members should be familiar with finding their way around the department and team member areas. They should feel a warm sense of welcome to their new team, leaders, and work place.

## Materials Needed

1. Team Member Training Checklist
2. Conversation Guide

## Instructions

1. Take your new team member to each of the areas on the Training Checklist.
2. You can arrange the tour in the most convenient order for your operation.
3. Follow this guide and look for the symbol and bolded heading for guidance on each section. For example: 🗨️ **Explain**
4. You are encouraged to provide examples from your knowledge and experience.
5. Once an area is seen, mark the box with an  as complete on the Training Checklist and then move to the next item.
6. Once a section of the Training Checklist is completed, make sure all the boxes are marked and have your trainee initial the section and continue on.

# 1 – Confirm Training

## Instructions

Confirm that the Team Member has completed the required training up to this point of their onboarding.

## Explain

The following courses are a required part of onboarding and should be completed as soon as possible.

### Foundations-Orientation

In this course, new hires across the company gain an in-depth look at company culture.

### Stay Real\*

In this course, participants will learn their role in creating meaningful experiences for our guests by employing our 4 Stay Real Behaviors: Be You, Get Ready, Take Action, and Show You Care.

### Assisting Guests with Disabilities\*

This training will provide you with a better understanding of the Americans with Disabilities act, and how Holiday Inn Club Vacations provides accommodations and excellent service to our Owners and Guests with disabilities.

*\*Resort Operations Only.*

## Ask

Ask if there are any questions before moving onto the next section.

## Instructions

Make sure to have your trainees mark the boxes with an X for Section 1 on the Training Checklist and initial that section.

## 2 - Location Tour



### Instructions

The Department Tour includes areas that every new team member who comes to work at Holiday Inn be Club Vacations will need to know and familiar with. Use the descriptions and instructions below to walk your new team member(s) through each of the areas of the checklist.



### Explain

#### Storing Personal Belongings Area

Show them where their personal belongings, i.e., purses, bags, pack lunches...etc. can be stored during working hours.

#### Employee Restrooms

Show the closest restrooms for team members to use during work shifts.

#### Break Area

Show where breaks can be taken and go over any expectations for that area like cleaning up, throwing away trash, microwaves, making coffee, etc.

#### Smoking Area

There are approved locations where team members can smoke. Show them where they can smoke while on break and how to dispose of cigarette buds.

#### Vending / Lunch Options

Show any meal options that are available in your immediate area for example, employee meals or discounts if available or where other team members go for meals. Also show vending machines and other snack options in your area.

#### Time Clock Location

At this point, just show your new team member where the time clock is. They will learn how to clock-in later on.

#### Intro to Team and Leaders

As you are walking around in your areas make sure to introduce your new team member to other team members and leaders.

## Information Board

All of our break rooms and work areas have information boards to give company and department updates, display posters required by law, and other communication pieces. Show where these boards are located and go over the types of communications that will be displayed there.

## Posted Schedule

We all like to know where we can find our work schedules. Make sure they are comfortable with where the schedule is posted and how to read it for their work shifts.

## Employee Parking & Decal

There are areas that only guests can park and areas where team members may also park at your resort. Show the approved team member parking areas for your department and discuss the correct use of the parking decal, if required for your resort

### ? Ask

Ask if there are any questions before moving onto the next section.



### Instructions

Make sure to have your trainees mark the boxes with an X for Section 2 on the Training Checklist and initial that section.

## 3 - Safety Tour



### Instructions

Being prepared is an important part of responding to emergency. Go on a tour around the location with the Team Member and point out the location and details of the following items.



### Explain

## First Aid Kits

A minor cut or accident can happen at any time and we need to be able to find the closest First Aid Kit for the department. Show where this is located and what is available in case of a minor accident. Mention that all accidents and cuts need to be reported to a manager immediately.

## AED Device

Certain medical situations will require an AED device. At this point, just show your new team member where they can find this device. If their role requires AED training then that will be covered later on in training.

## Emergency Action Plan

Review the department's Emergency Action Plan and include the following details:

- Emergency Escape Procedures
- Team Member's Role in Evacuations
- Rally Points
- Emergency Contact Numbers
- Exit Points
- Alternate Routes such as Staircases, Ramps etc. for usage when Elevators are Not Available
- Crisis Communications

## Rules of Fighting Fires

1. Activate the building alarm system or notify the fire department by having someone call 911.
2. Assist any persons in immediate danger, or those incapable on their own, to exit the building without risk to yourself.
3. Only after these two steps are completed, should you attempt to extinguish the fire.

## ? Ask

Ask if there are any questions before moving onto the next section.



### Instructions

Make sure to have your trainees mark the boxes with an X for Section 3 on the Training Checklist and initial that section.



## 4 - OKTA Tools



### Instructions

Share with your trainee the different and relevant applications that are accessible through [orangelake.okta.com](http://orangelake.okta.com).



### Explain

#### Orange at Heart

Our Company team member recognition program where employees can send e-cards to their peers, receive, and redeem points for going above and beyond.

We have partnered with O.C. Tanner to provide our employees our company's recognition program. This program allows us to reinforce our culture by recognizing and rewarding employees who: demonstrate our values, exemplify our culture, go above and beyond, achieve great results, do great work, reach career milestones, etc.

Orange at Heart is what connects us all, regardless of our roles, titles, or departments. We take great pride in working for this great company and whenever we get the chance, we like to celebrate, recognize, and appreciate our employees.

#### Peer-to-Peer Recognition

You can give or receive e-cards, e-buttons, or even physical cards or buttons showing you how much you are appreciated.

#### On the Spot Awards

Leaders can issue this award to employees, who demonstrated our values, achieve results, etc. This award is worth 100 points (\$10). You can save the points or you can redeem them right away from the online catalog which features over 3500 different items.

#### Above and Beyond Awards

Leaders can also nominate employees for a special award when they go above and beyond using the nomination wizard. The wizard determines the level of the award based on several factors, including impact, initiative, number of values demonstrated, etc. The different Above and Beyond awards are:

- **Bronze** (250 points)
- **Silver** (500 points)
- **Gold** (1000 points)

#### The Wilson Award

Top award winners will be identified each month and their stories will be published so others can be inspired by their actions.



## **Career Milestones**

Employees will be recognized for reaching certain career milestones (i.e. 90 days, 1 year, 3 years, 5 years, 10, 15, 20, 25+ years) and will receive a special token of appreciation for reaching one of these milestones.

## **UKG Pro**

Review UKG Pro and highlight functions such as changing general employee information, viewing career opportunities and the Employee Referral Program. Review any questions the trainee has on the system and provide additional assistance as necessary.

## **Academy of Learning and Development**

There are many ways for you to develop yourself personally and professionally. One of the tools that you can use is our Academy of Learning and Development. The Academy provides our employees the tools, knowledge and skills that can empower you to meet and exceed the expectations of fellow employees and our organization.

## **Kronos**

Accurate payroll is very important. Review the features of Kronos to the Team Member that affect their paycheck. This could include, but is not limited to, clocking in and out, checking accruals, and requesting time off.

## **? Ask**

Ask if there are any questions before moving onto the next section.



## **Instructions**

Make sure to have your trainees mark the boxes with an X for Section 1 on the Training Checklist and initial that section.

## 5 – Communication

### Instructions

Have the trainee spend time with a leader discussing the following company and departmental policies, goals, and expectations. Provide the leader with the New Team Member Conversation Guide to assist them with covering the required content.

### Explain

#### Goals and Expectations

The leader should discuss the metrics and goals of the department and the individual performance expectations of the Team Member's specific role.

#### Medallia

Medallia is the system we use to capture and analyze our guest feedback. We are able to send targeted emails to our guests with survey questions that will help us better understand their experience with our product and service. Each question on the survey is rated by the guest on a scale of 1 to 10. A score of 1 means that their experience in this topic was poor while a score of 10 means that their experience was excellent.

#### Department Organizational Chart

The leader should provide an overview of the various positions and roles within the department and explain how each plays a role in the goals of the business. They should also point out leadership the Team Member can go to for assistance (discussing the Open Door Policy in the process). Additionally, the leader should detail who the Team Member's HR Representative is and how they can contact them, if needed.

#### Attendance Policy / Call Out Procedures

The leader should discuss the overall attendance policy and the proper method for calling out sick or late, including the number to utilize. The leader should also verify that the trainee has been set up in the Payroll system to utilize the time clock and confirm that they are comfortable utilizing the equipment.

#### Scheduling / Time Off Requests

The leader should discuss the scheduling process, how a Team Member can request time off or shift alterations and overtime policies.

#### Uniform / Grooming Standards

The leader should review the grooming standards for the company and provide detailed information regarding the uniform policy. Ensure that the Team Member has an adequate number of uniforms according to departmental standards and explain how the Team Member can replace or acquire uniforms.



## Instructions

Share with your trainee the different ways of communication throughout your department and the company. Explain the benefits of each one and what information can be found in them.



## Explain

### Departmental Contact Information

The leader should provide any needed contact information to the trainee. This may include phone numbers for leadership, other departments, trainers, HR, etc.

Provide a list of departments and their extensions pertaining to your trainees role. Give them examples on why they might need to call these departments. Below are some question topics to give examples about. Use the orange box below to pre-fill out this information to save and always offer to your new-hires.

- Technical Requests
- Engineering Requests
- Housekeeping Requests
- Questions about mortgage/maintenance fees/payments

### Departmental Meetings / Pre-Shifts

The leader should discuss the various communication methods utilized by the department and explain expectations of the Team Member in relation to these methods.

#### Department Meetings

- Held on a day and time determined by your leadership team
- Discuss department goals
- Upcoming events
- Upcoming improvements
- New procedures

#### Pre-Shifts

- Held daily at the beginning of each shift in your department
- Covers the Daily Ops
- Information about the day
- VIPs that are coming or already on property
- Areas to focus on (area of improvement)
- Awards (i.e. team member of the month, positive guest comments, etc.)
- Department measurements

## ? Ask

Ask if there are any questions before moving onto the next section.



### Instructions

Make sure to have your trainees mark the boxes with an X for Section 5 on the Training Checklist and initial that section.

## 6 - Safety & Security



### Instructions

Some safety practices are specific to different departments. Share with the Team Member about the preventative measures and local processes for responding to safety or security events.



### Explain

#### Slips, Trips & Falls

Slips, Trips, & Falls constitute the majority of general workplace injuries. Causes of slips, trips and falls can include the following:

- Walkway Surface Contamination- oil, water, other liquids
- Debris- wood, metal, cardboard, etc.
- Mats or rugs not anchored or loose
- Weather related- snow, ice, rain
- Walkway surfaces that are in disrepair
- Inappropriate footwear
- Poor Lighting
- Unsafe Ladders
- Lack of proper training

Approximately 70% of slips, trips and falls occur on level walking surfaces. Training employees to use hazard awareness and prevention practices is essential to reducing the number of occurrences.

#### Identifying Slip, Trip, & Fall Hazards

Learning to identify hazards that might cause you to slip, trip or fall is the key to avoiding accidents. The following areas identify the most common causes of this type of accident and how to avoid them.

- **Ladders**
  - The most important thing to remember about ladders is to inspect them carefully prior to each use. If any part of the ladder is missing,

loose, or otherwise defective, take the ladder out of service. Some items to check prior to use:

- Loose or broken rungs or steps
- Missing or broken spreaders, tie rods and braces
- **Stairs**
  - Reducing injuries on stairs involves attention to maintenance as well as individual safety habits. Good housekeeping and proper lighting will reduce injuries in stairways.
- **Wet Floors**
  - About 30% of OSHA recordable slips and falls occur on wet or slippery floors. The majority of these injuries happen when floor maintenance was performed, and no warning signs were present.
- **Floor Obstructions**
  - Poor floor condition, power cords, debris are all contributors to falls in the general workplace.

## Prevention

The following are some slip, trip, and fall prevention recommendations that will reduce the occurrence rate:

- Training in Prevention and awareness.
- Keep walking surfaces clean, free of debris and dry.
- Place wet floor signs in and around wet floor locations.
- Maintain clear and unobstructed aisles and passageways.
- Ensure that walkway surfaces are in good condition.
- Avoid power cords running across walkways and aisles.
- Report and clean up spills immediately.
- Utilize non-slip coatings on slippery floor areas.
- Minimize carpet and rug trip hazards.
- Provide adequate lighting in all areas.
- Eliminate uneven floor surfaces.
- Always use handrails on stairways.
- Ascend and descend stairways slowly and carefully.

## See Something/ Say Something

Discuss your department's policies on how to respond to suspicious behavior.

## Lost & Found

Discuss your department's policies on how to handle lost and found items, both when being stored and when being returned to a guest. Include information on how to help a lost child.

## Incident Reporting / Addressing Safety Concerns

Discuss your department's policies on how to document incidents and the types of situations that would require documentation. Additionally, explain how a Team Member can report safety concerns so that they may be addressed quickly.



### Instructions

Make sure to have your trainees mark the boxes with an X for Section 6 on the Training Checklist and initial that section.