

Department Orientation

CONVERSATION GUIDE

Team Member Name

Employee ID Number

Phone Number

Instructions: After completing a training task, place a ✓ in the box. Initial each section after all the boxes have been marked.

Communication

Goals and Expectations

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

Dept. 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.

Dept. 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.

Dept. 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.

Dress 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.

Attendance Policy

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.

Prerequisites

Instructor Led and Online Training

The leader must ensure that the Team Member has attended all required foundational courses (add a note of who to reach out to if the answer is no)

Location Tour

Time Clock

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.

Around the Space

Show the Team Member what their routine my look like by visiting common areas such as restroom locations, lunch options, and a safe place where personal belongings can be kept.

OKTA

Scheduling /Time off Request

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