



Hospitality Recruitment Solutions

The HRS Retention Series: Onboarding your new staff.

1. Team involvement. Onboarding a new employee should involve the entire team. It's not just the HR department or the hiring manager's concern, but all team members should be involved in welcoming new hires. Taking new employees to lunch or assigning a mentor will help build relationships and show the newbie that the company values them.

2. Consistent structure. Whether you're onboarding a new line staff member, Chef, Supervisor or Manager, the process needs to be consistent for all employees and reflect the company values. A set structure helps the employee as well as the team and administration. Remember, it's all about making the transition as smooth as possible.

3. Prepared desk and equipment. In addition to structure, make sure that everything from the desk, office supplies, security codes, computer passwords, phone numbers and email address/access are prepared for the new hire. You want them to feel at home!

4. Information. The most important part of the onboarding process is making sure the new employee has access to all the information they need to succeed in their position and know the company. Assuming they are in place copies of company policies and practices and the expectations of their employees as well as clear pictures of reporting structures will aid in clarity for a new hire. Other information that might be critical to the employee but often overlooked is information such as Pay day! Frequency of pay (Weekly/fortnightly/monthly). What sort of impression would it make to start someone and then after the first week they find out they won't be paid for a month? Additional to this information on OHS awareness will assist in risk minimisation and ensuring you protect the employee and the business.

5. Check-ups. The onboarding process doesn't stop after the first day or the first week. It's important to have regular "check-ups" with your new employee, ensuring they are comfortable and offering them the support they need to be successful. As a standard we suggest 2 week, 6 week and 10 week (Allows for a meeting prior to completion of the 90 day probation).

At the end of the day, the onboarding process is the employee's first impression of the company culture and it should introduce the organisational values. Now that you have a successful onboarding process in place, it's time to focus on training and developing these new employees to succeed!

If the overall objective is to ensure that the process leads to positive outcomes for new employees such as higher job satisfaction, better job performance, greater organisational commitment, reduction in stress and intention to quit, you would expect after going through a recruitment process that most organisations would place onboarding at the top of their list, right?



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We can't stress enough the importance of a thorough induction and onboarding for new employees, whether they are an administrator or the CEO. Finding the right person and recruiting them into your company isn't easy and comes at considerable cost. Don't waste the opportunity to give them the very best chance to succeed because that's where the greatest alignment between employee and employer lies.

Transitioning a new hire into your company shouldn't just be a one-day training, but an ongoing process to increase productivity, engagement, and retention.