

New Hire Onboarding

The purpose of an onboarding plan is to ensure that new employees are welcomed to the club, receive the appropriate orientation and introductions, and are indoctrinated into the club's culture, as well as receiving a basic introduction to club information, employee benefits, club policies, and work rules. When the onboarding process is formalized and consistent, all employees have an appreciation for the history and traditions of the club, an awareness of their job requirements, and a common understanding of expectations for their conduct and performance.

One club's onboarding process included:

- Completion of all new hire paperwork with the HR office. Order nametag.
- All required screenings and/or physical as required.
- Welcome from the general manager or club president.
- Club orientation.
- Receive and acknowledge club policies.
- Review of employee benefits.
- Issue of uniforms and nametags.
- Initial departmental orientation.

SAMPLE

The departmental onboarding process included:

- Department head welcome.
- Departmental orientation, tour, and introductions conducted by the department head.
- Review of department functions, responsibilities, plan, and goals by department head.
- Review of club culture in departmental context by department head.
- Review of job description, performance expectations, and performance review forms by department head.
- Issue of uniforms and nametags, review of dress code.
- Departmental safety briefing, to include personal protective equipment, Material Safety Data Sheets, and emergency procedures.
- In the case of a new hire, assign a mentor to guide the new hire.
- After several weeks, the new hire should be given a tour of the club to see how he or she is settling in and how the departmental onboarding process is working.

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Take Away: There is much basic information that new employees must know. A formal onboarding process will ensure new hires consistently receive such information.