

New Hire Orientations

Orientations are an important part of the onboarding process for new hires. There is much for the new employee to learn about the club and the way it does business, as well as an explanation of work rules and employee benefits. Given the amount of material the new employee needs to learn, two separate orientations are recommended – a Club Orientation presented by the HR manager covering broad topics of interest to all new hires and a Departmental Orientation given by individual department heads covering topics specific to the department, as well as to reinforce certain club-wide topics.

Here is a list of suggested topics to cover in the Club Orientation:

- General manager's welcome
- Issue Employee Handbook
- Discuss club values and culture
- Discuss club mission and vision
- Explain club history
- Explain club structure
- Explain club policies
- Explain club rules
- Explain club safety
- Explain club security
- Explain club insurance
- Discuss club communication, harassment, and sexual harassment
- Explain who to see for departmental problems/complaints/requests
- Explain who to see for personnel and benefits issues
- Tour of property and introduction to key staff

Departmental orientations will reinforce some of the key issues above and also discuss:

- Work schedules
- Club and departmental work policies
- Employee development, counseling, and discipline
- Uniform, nametags, appearance, and grooming policies
- Breaks and meal policies
- Review of job descriptions
- Departmental responsibilities
- Accidents and safety
- Notification for lost items
- Timekeeping and attendance
- Need to bring in complaints, and suggestions to supervisor.

SAMPLE

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Take Away: New hire orientations are an important part of the employee onboarding and training process. They also present an opportunity to formally welcome the new hire.