

NEW HIRE ONBOARDING TRACKER

Employee Name: _____ Position: _____ Start Date: _____
Hiring Manager: _____ Trainer Assigned: _____ Target Trained/Certified By: _____

PHASE	MILESTONE / TASK	NOTES	DATE / INITIALS
BEFORE DAY 1 - MANAGER PREPARATION			
☐	<i>Pre-arrival</i>	Workstation, uniform, and tools prepared before first day	
☐	<i>Pre-arrival</i>	Two-week schedule confirmed and shared with new hire	
☐	<i>Pre-arrival</i>	Trainer assigned and briefed on new hire background and position	
☐	<i>Pre-arrival</i>	System access: POS, scheduling app, payroll, team communication	
☐	<i>Pre-arrival</i>	Paperwork packet assembled: I-9, W-4, direct deposit, handbook	
DAY 1 - ORIENTATION & WELCOME			
☐	<i>Day 1</i>	Warm welcome from hiring manager before shift begins	
☐	<i>Day 1</i>	Facility tour: dining room, kitchen, bar, restrooms, break area, time clock	

☐	Day 1	Introductions to team members on shift		
☐	Day 1	All paperwork completed and filed		
☐	Day 1	Core values and culture overview - not just the handbook		
☐	Day 1	Uniform, appearance standards, and name tag issued		
☐	Day 1	Clock-in/out system demonstrated and practiced		
☐	Day 1	Emergency exits, safety procedures & incident protocol reviewed		
☐	Day 1	Q&A session with hiring manager - open and relaxed		
WEEK 1 - ROLE IMMERSION				
☐	Week 1	Training schedule reviewed and confirmed with employee		
☐	Week 1	Shadow shift: Host / Door perspective		
☐	Week 1	Shadow shift: Expo / Food Runner		

☐	Week 1	Full menu review: descriptions, sourcing, allergen protocols		
☐	Week 1	Menu tasting: key dishes tasted, described, and discussed		
☐	Week 1	POS walkthrough: ordering, modifiers, comps, voids, check flow		
☐	Week 1	Steps of service reviewed – first floor observation completed		
☐	Week 1	Beverage overview: beer styles, house wines, non-alcoholic		
☐	Week 1	End-of-week check-in with trainer and manager		
WEEK 2 - SUPERVISED PRACTICE				
☐	Week 2	Trainee shadows full server shift – trainer observes and coaches		
☐	Week 2	Trainee takes 1-2 tables with trainer available for support		
☐	Week 2	Spirits and cocktail menu overview		
☐	Week 2	EH Ten service standards reviewed and discussed		

☐	Week 2	Guest recovery scenario: role-play completed		
☐	Week 2	Wine service steps: presentation, opening, tasting, pouring		
☐	Week 2	Beverage tasting: house wines and signature cocktails		
☐	Week 2	Quiz: Table numbers, server sections, floor layout		
☐	Week 2	Week 2 evaluation: what is working, what needs more time		
WEEK 3 - INDEPENDENT PERFORMANCE				
☐	Week 3	Trainee runs full section - trainer as backup only		
☐	Week 3	Beef and protein knowledge check (if applicable to menu)		
☐	Week 3	Upselling techniques reviewed and practiced on the floor		
☐	Week 3	Shift setup and breakdown executed without guidance		
☐	Week 3	Pre-shift meeting observed - trainee asked to contribute		

☐	Week 3	POS efficiency review: ticket times, order accuracy		
☐	Week 3	Floor map mastery quiz: all tables, sections, rotation		
☐	Week 3	Week 3 written feedback from trainer delivered to employee		
WEEK 4 - CERTIFICATION				
☐	Week 4	Final written menu exam: minimum 80% to pass		
☐	Week 4	Observed service evaluation using EH Ten scoring rubric		
☐	Week 4	Reverse follow: trainee leads full shift, trainer scores		
☐	Week 4	Trainer final sign-off: ready for independent service		
☐	Week 4	Culture conversation: values, growth path, and long-term expectations		
☐	Week 4	30-day check-in scheduled - Date:		

CERTIFICATION SIGN-OFF

Employee: _____ Date: _____

Trainer: _____ Date: _____

Manager: _____ Date: _____