

ALL ROLES · DAY 1 THROUGH CERTIFICATION

New Hire Onboarding Checklist

Complete in order. Every box should be checked before the new hire takes a solo shift.

EMPLOYEE / ROLE / START DATE

Employee: _____

Role: _____

Start Date: _____

Trainer: _____

DAY ONE — ORIENTATION

- Welcome walk-through: layout, exits, bathrooms, break area
- Introduced to management team and key staff
- Employee handbook received and acknowledged
- Uniform / dress code standards reviewed
- Scheduling system explained (how to view, swap, request off)
- Clocking in/out procedure demonstrated
- Communication expectations set (response time, call-out procedure)
- House rules reviewed: phone policy, tip policy, conduct expectations

DAY ONE — SERVICE STANDARDS

- The EH Ten reviewed — universal service standards
- Guest greeting and table approach standards
- Steps of service reviewed for their role
- Sidework assignments explained
- POS walkthrough: basic functions, order entry, voids, splits
- Kitchen communication expectations (fire, 86s, mods)
- Table / station assignments and section maps reviewed

DAYS 2–3 — TRAINING SHIFTS

- Shadowed a senior team member for one full service
- Handled at least one table/section/station with trainer present
- Menu knowledge check: all items, allergens, and mods
- Beverage program review: beer, wine, cocktails, non-alc
- Specials format learned — how to present, price, describe
- Ran a full sidework assignment to completion
- Passed POS proficiency check

END OF FIRST WEEK — CERTIFICATION

- Steps of service verbal walkthrough — passed
- Menu knowledge oral quiz — passed
- Observed independently handling a section/shift/station

- Received feedback session with manager
- Questions answered, concerns addressed
- Cleared for independent shifts

CERTIFICATION SIGN-OFF

Employee: _____

Manager: _____