

RECRUITMENT & ONBOARDING

ACTIVITY MANUAL



RECRUITMENT & ONBOARDING PROCESS MAP



1. JOB DESCRIPTION

What's the job title?
Who's the direct report
Job summary
Hard skills
Soft skills



2. CULTURE

Company vision
Company values
Set the right expectations



3. ADVERTISING

Specific selection criteria
Policy & legal obligations
Budget
Timing
Source
Advert template



4. INTERVIEWS

Phone interview template
Face-Face interview template
Trail/shadow template



5. SELECTING

Policy & legal obligations
Assessment
Template
Rejection letter



6. OFFERING

Initial phone call
Successful letter
HR requirements and responsibilities
Rejection letter



7. ONBOARDING

Company induction
Company orientation
Training schedule
Goals

PLANNING YOUR BUSINESS NEEDS

The following activity is designed to help you plan your business needs.

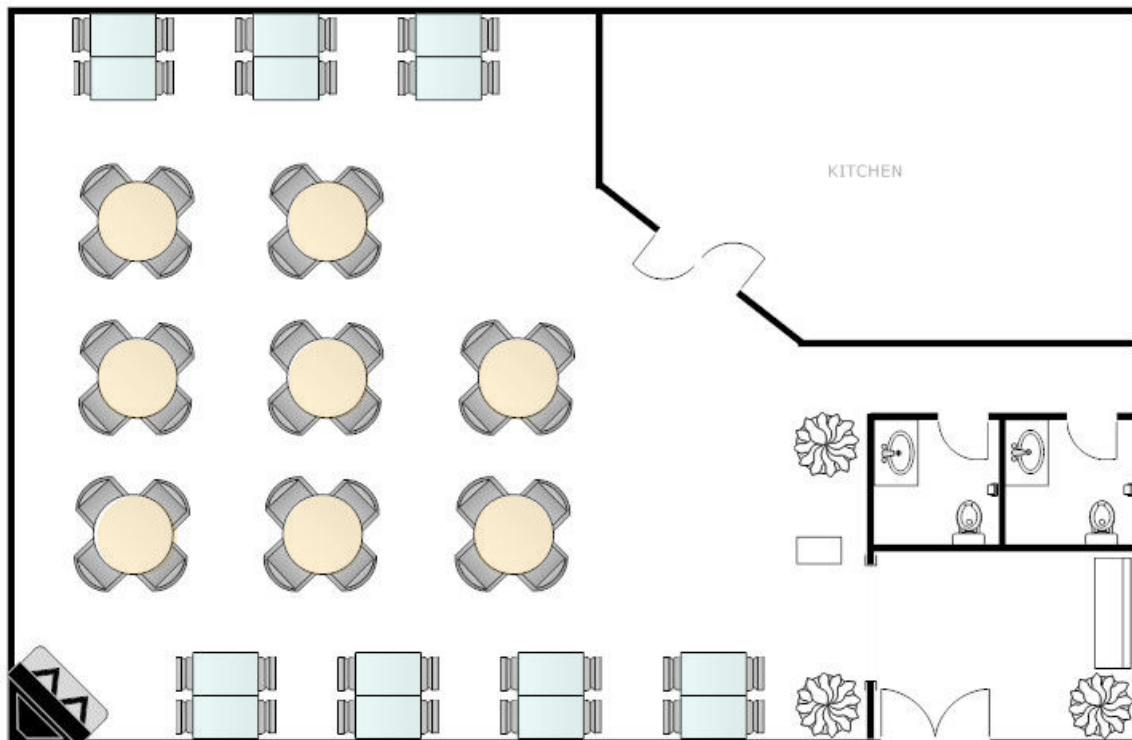
1. Look at your business seating plan and count how many available seats.
If you don't have a plan, you can use the template below.
2. When you are open for business, project the time per service.
Is the experience a 30-minute turnover, or longer?
3. What is your average price/spend per customer?

EXAMPLE

Cafe open from 6:30am - 3:30pm - 9 hours
40 seater
\$15.00pp experience average 60 minutes

Full capacity 540min trading hours
40 seats per hour + 360 customers per day
 $360 \times \$15 = \$5400$
Labour budget 40% - \$2160

(This example is not modeled off a venue or reflect any expectations of a business)



JOB DESCRIPTIONS & ROLE PLANNING

Here is an example of a job description that you can use as a template.

Position: Waiter

Location:

Reports to:



JOB PURPOSE			
The Waiter will be responsible for engaging guests through the restaurant's journey in an efficient, professional and speedy manner. As a result, each guest feels comfortable to access the service, products and retail we provided.			
Task list			
Key result areas			
1) Guest experience	2) Floor operations	3) Product knowledge	4) Cleaning & maintenance
Team-work mentality	- Waiting tables - Taking orders	Menu awareness	Personal hygiene



RECRUITMENT & COMPANY CULTURE

Write down some points that describe your company culture.

- Use this as a guide when interviewing or creating content to attract talent.

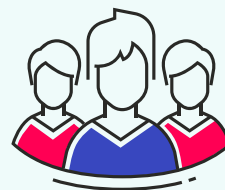
Company culture list

Example: Education

SKILL VERSUS CULTURAL FIT

Record the top 5 personality traits that will be a cultural fit for your business.

- 1.
- 2.
- 3.
- 4.
- 5.



EFFECTIVE INTERVIEW TECHNIQUES

Prepare 5 questions that will gather information for an analytical and conversational interview.

- Use your questions to practice interviewing.

Analytical questions	Conversational questions
1. How have you managed a customer complaint before?	1. Talk me through the last time you helped a team member that was overwhelmed at work?
2.	2.
3.	3.
4.	4.
5.	5.

EFFECTIVE RECRUITMENT SELECTION

Build a dream team. Create your own Yes or No document with some of the items and use it in your next interview. See how many green ticks ✓ you have after a successful hire versus red crosses ✗



Timeliness and demeanour	Yes	No	Notes
Was candidate on time?			
Were they composed or disheveled?			
Hard skills	Yes	No	Notes
Is their experience credible?			
Soft skills	Yes	No	Notes
Did they have an example/s of being a team player?			
Was communication kept relevant?			
Did they listen to you?			
Team dynamic	Yes	No	Notes
Were they enthusiastic to work within a team?			
Do you think they will fit in the team?			
Departure and follow up	Yes	No	Notes
Did they say goodbye with eye contact and a positive tone?			
Availability	Yes	No	Notes
Can they start in your timeframe?			
Ethical hiring	Yes	No	Notes
Am I ethically hiring?			
Is this aligned to our diversity policy?			

OFFERING AND REJECTING CANDIDATES - LETTER OF OFFER

To <Employee name>



Congratulations and welcome to <Business name>!

In order to co-ordinate your employment, I wanted to touch base regarding our phone conversation and to confirm some requirements prior to your start date
__/__/__ am/pm

Your <Employee Starter Pack> is attached to this email and contains some important documents to review prior to induction and starting date.

Your <Business name> induction will take place at <Business address> and will be facilitated by _____ on __/__/__ at __:__am/pm.

Please come prepared with the information to complete the employment documents below.

- a. Staff Information Form
- b. Employment Agreement
- c. Position Description
- d. Tax File Declaration
- e. Health Declaration
- f. Employee Handbook

Please feel free to contact me if you have any questions.

Kind Regards,

FULL NAME:

TITLE:

CONTACT NUMBER:

CREATING A GREAT ON-BOARDING EXPERIENCE - TRAINING PLAN



Plan / Shift	Training date + time	Station	Objectives	Facilitator/ Trainer	Attendee	Duration
1						
2						
3						
4						
5						
6						
7						
8						