

# 11. Orientation for the New Hire

## Getting Started Right

Now the real work of getting your new employee ready for the success of the job begins. Proper orientation will set the stage for getting your new hire in the right frame of mind for wanting to succeed at her new job.

### Starting Off Right

Do you remember that “first day” on a new job? You remember the “mixed emotions”? You were excited about this new experience, but you were also a little apprehensive, right? There were a host of questions running through your mind as you made your way to your new job at that time:

- ✓ How quickly am I going to adapt to this new environment?
- ✓ What will my new boss be like to work for?
- ✓ How am I going to get along with the other employees?
- ✓ How readily will my new coworkers accept me?
- ✓ Am I going to like the work I will be doing with them?
- ✓ Am I going to adapt to the type of work I was hired to do?
- ✓ Am I going to like the way I will be doing the work?
- ✓ How long will I stay at this job?

Well, your new employee is asking herself those same questions. You must be especially sensitive to the new hire's probable anxiety when she reports to work the first time.

Therefore, **no matter what else is going on in your life on your new hire's first day, you must act like your new employee is the most important person on your mind.**

It is not as easy as it is often said than done, given the crisis situations we often find ourselves in at the start of any given workday (although, in our crisis situations are human-resource-related in our type of business, by applying all of the Human Resource precepts we'll be discussing in this series — from Recruiting right on through to Management Principles and Practices, your human resource crisis situations should be minimal and will be manageable).

The overall goal for this important first day must be to have your new employee finish the day feeling good about her new job, the boss, the work environment, the company, and the decision she made to accept a job with your company.

Your new employee should have had an orientation experience that makes her feel comfortable and competent in her new job

environment. And, of course, you will also want that first day to be a productive beginning of the learning experience for your new hire.

### First Day Arrival Time Schedule

- Schedule your new hire to arrive *after* your teams have already headed out for the day. It's difficult to give your new hire (we'll call her Mary) the time and attention she needs when employees are coming into your office and getting organized for the day.
- You may have to discuss certain issues with your managers and other employees. You may have some rescheduling of meetings, and you may have some reshuffling of teams or team members. And in any time of the day is bound to be busy. It's not going to be a quiet morning.
- You don't want Mary's first impression on her first day to be to wonder if it's this chaotic every day, especially if it does indeed turn out to be one of those "crisis meetings". You don't want to look after getting your regular work day underway and look at Mary at the same time.
- When you advise Mary that she has accepted a job, you should discuss her employment start date with her, but you should also discuss her working hours and start times. However, you should also explain that on her first day she should report to work at 9:30 AM instead of 8 AM (or whatever time frame you have established).
- Explain that you want to be able to give her your full time and attention, and you should make sure everything else that needs to be done in the morning is looked after before her arrival. Explain that you want to make sure she feel more confident and perhaps less nervous about some of the first-day apprehensions we spoke of at the beginning of this section.
- What you have arranged for Mary to show up for work on this very important first day, be absolutely sure you're free to give her your full concentration. Once she shows up, everything else must now take a back seat for the rest of the time you've scheduled to spend with her.

### Orientation Outline, Materials & Procedures

In your preparation for the Personal Interview, you need to be fully prepared and professional with respect to Mary's first-day orientation. Know *specifically* what you are going to cover, in what order you're going to cover each item, approximately how much time you will need for each topic, and what materials you will need to have handy.

- The following outline will give you a basis for structuring your orientation day along with materials you'll need in connection with various topics.

**Orientation Topic**

**Discussion/Items Required**

1. Office Orientation

Give her a brief tour of the office and an explanation of the layout (storage area, employee lockers, and cloth folding area, meeting room, washroom facilities, and your private office).

If your office has a desk in what is defined as a desk to the use of business and employees.

2. Completion of required paperwork

Items Required:  
 New Employee Form HR 06-95  
 Form  
 Form

3. Review of the Cleaning Team Member Job Description and Responsibilities

A discussion about the job responsibilities and expectations and role of the employee in the

*Items Required:*

- Cleaning Team Member Job Description, Form HR 24-95

Company Policies

A complete rundown on your company policies

*Items Required:*

- Employee Handbook
- Request for Leave of Absence Form HR 14-95
- Request for Time Off Form HR

- 15-95
- Employee Notice of Deficiency Form HR 17-95
- Attendance Record Form HR 18-95
- Performance Review Form HR 19-95

5. Company Training Program

A review of training schedule, including classroom and on-the-job.

Items Required:

- Training Program Outline
- Professional Housekeeping Tutorial
- Other (you may use video, etc.)
- Training Review Report Form HR 12-

6. Safety Program

Review of your company's Safety Program. (This is not a substitute, or for every company, but it is strongly recommended.)

- Items Required:
  - \*A copy of our Safety Handbook
  - \*New Employee Safety Orientation Checklist \*
  - \*MSDS sheets (available from various cleaning product vendors. Federal Law requires that you have one MSDS sheet for each cleaning product you're using.

❖ These materials are provided in the Safety & Illness Prevention segment of this Series.

❖ Explanation of compensation program, bonus or other incentive programs you may offer.

Items Required:

Compensation, Pay

- 8. Employee Goals
  - ❖ Discussion of what employee looking for out of this job, future goals and objectives
  - ❖ Advancement opportunities
  - ❖ Team Leader.
- 9. Security Issues
  - ❖ Explanation of your liability (and hers) to protect the property of clients
  - ❖ All the serious things she should know
  - ❖ Explanation of Liability Agreement and how we employ sign

- It is Required.
  - ❖ Confidentiality
  - \*Fingerprinting
  - ❖ Cards
  - ❖ Drug testing
  - ❖ Orientation/instructions
  - ❖ Optional recommended

Keep the First Day of

the orientation session, which should take approximately 1 hour. By the end of the session, the **Employee Acknowledgement** should be signed.

- You may have new territory for Mary today during this initial orientation. By the time you've accomplished the foregoing agenda, she may be overwhelmed with all this new information. "Boy, there's more to this than I ever expected."
- **DO NOT EXPECT YOUR NEW EMPLOYEE TO START CLEANING DURING THIS FIRST DAY.** If teams should be returning about the time your orientation session is concluding, invite Mary to "hang out" and meet her coworkers. This can be a good way for your hire to end this potentially arduous first day.
- End the day by asking Mary if she has any questions about anything discussed today, or anything she's not sure about, or would like to ask about.

- When this orientation day is over, reassure your new employee that you're very pleased with the way the day went and that you're looking forward to tomorrow when she will be commencing her technical training.
- *NOTE: This orientation schedule may take place over two or three days when you're first starting out and have clients you need to look after yourself. You may wish to move all cleaning into late morning or into the afternoon so that orientation can take place in the morning. When using this schedule you can bring your new hire along with you to observe the work being done and use this as part of the training.*

### Starting More Than One New Hire

*What If I'm Starting More Than One New Hire?*

- Great! Go through your orientation and training program concurrently with two or more new employees. In fact, this is more efficient and can even be more effective than certainly a one-on-one time.
- When two or more new hires are going through orientation and training process together, they tend to enjoy "the experience", which stimulates conversation and the learning experience.
- Training is most successful when it is an interaction between pupil and instructor. In fact, when you do one-on-one it is more difficult to get that interaction. At least until the newcomer starts to feel more relaxed in the situation.

Documents relating to  
Orientation for the New Hire

- New Employee Information Form
- Employee Change in Information Form
- W-4 Forms
- INS I-9 Form
- Cleaning Team Member Description
- Employee Acknowledgment Form
- Request for Leave of Absence Form
- Request for Time Off
- Record of Warning to Employee
- Employee Notice of Deficiency
- Attendance Record Form
- Annual Performance Review
- Initial Interview Report
- Employee Handbook
- Confidentiality Agreement

**DRAFT COPY**