

NEW HIRE & FIRST-WEEK TRAINING PACKET

Reusable onboarding and early-training forms from Employee Training & SOP Tracker

PURPOSE

Give a new employee a consistent start without reprinting the entire workbook. Use before arrival, on Day 1, through the first week, and during active training shifts.

INCLUDED

- ☐ New Hire Readiness Checklist
- ☐ First Day Welcome Checklist
- ☐ Privacy-safe Employee Information & Position Setup
- ☐ Uniform and appearance standards
- ☐ Restaurant Tour Checklist
- ☐ Safety and sanitation introduction
- ☐ Service culture introduction
- ☐ First Week Training Plan
- ☐ Onboarding Completion Page
- ☐ Daily Training Shift Log

CONTROL NOTE

Use only the pages that solve a real training need. Protect confidential personnel information, follow company policy and applicable law, and verify readiness from observed performance. Blank forms are for authorized internal use at one restaurant location.

New Hire Readiness Checklist

Employee Name: _____

Position: _____

Start Date: _____

Manager Name: _____

Trainer Assigned: _____

Department:

☐ Front of House

☐ Back of House

☐ Bar

☐ Management

☐ Other: _____

Use this checklist before the employee's first day to make sure the restaurant is ready to train them properly.

Before the First Day

- ☐ Employee has accepted the position.
- ☐ Start date has been confirmed.
- ☐ First shift time has been confirmed.
- ☐ Employee knows where to report.
- ☐ Employee knows who to ask for on arrival.
- ☐ Uniform requirements have been explained.
- ☐ Required documents have been requested.
- ☐ Employee has been added to the schedule.
- ☐ Trainer has been assigned.
- ☐ Manager has reviewed the training plan.
- ☐ Position-specific checklist has been prepared.
- ☐ Employee handbook or policy documents are ready.
- ☐ Login information or system access has been requested if needed.
- ☐ POS access has been requested if needed.
- ☐ Time clock access has been requested if needed.
- ☐ Locker, storage area, or personal item policy has been explained.
- ☐ Meal policy has been explained.
- ☐ Parking instructions have been explained.
- ☐ First-day expectations have been explained.

Training Materials Ready

- ☐ New hire onboarding checklist
- ☐ Position training tracker
- ☐ Uniform and appearance standards
- ☐ Safety and sanitation standards
- ☐ Service standards
- ☐ Menu training materials
- ☐ Side work checklist
- ☐ Opening checklist
- ☐ Closing checklist
- ☐ SOPs for assigned position
- ☐ First-week training plan
- ☐ Training sign-off pages

Manager Preparation

1. What does this employee need to know on the first day?

2. What should the trainer focus on first?

3. What common mistakes should be prevented early?

4. What standards must be explained before the employee works with guests or food?

5. What follow-up should happen after the first shift?

| Ready for First Day?

☐ Yes

☐ No

If no, what still needs to be completed?

Manager Signature: _____ Date: _____

First Day Welcome Checklist

Employee Name: _____

Position: _____

First Day Date: _____

Manager Name: _____

Trainer Name: _____

The first day should help the employee feel welcomed, informed, and clear about expectations.

A new employee should not feel ignored, rushed, or unsure where to go.

Use this checklist to create a professional first-day experience.

Welcome and Introduction

- ☐ Greet employee when they arrive.
- ☐ Introduce employee to the manager on duty.
- ☐ Introduce employee to assigned trainer.
- ☐ Explain the employee's training schedule for the day.
- ☐ Explain where personal items may be stored.
- ☐ Explain break area rules.
- ☐ Explain restroom location.
- ☐ Explain employee meal or drink policy.
- ☐ Explain phone policy.
- ☐ Explain smoking or vape policy if applicable.
- ☐ Explain where the schedule is posted or accessed.
- ☐ Explain who to contact for schedule questions.
- ☐ Explain call-out procedure.
- ☐ Explain who the employee reports to.

Restaurant Overview

- ☐ Explain restaurant concept.
- ☐ Explain style of service.
- ☐ Explain guest expectations.
- ☐ Explain basic menu focus.
- ☐ Explain busiest days and times.
- ☐ Explain teamwork expectations.
- ☐ Explain front-of-house and back-of-house relationship.
- ☐ Explain management expectations.
- ☐ Explain communication standards.
- ☐ Explain importance of consistency.

Policy Introduction

- ☐ Attendance expectations reviewed.
- ☐ Tardiness policy reviewed.
- ☐ Uniform standards reviewed.
- ☐ Appearance standards reviewed.
- ☐ Food safety expectations reviewed.
- ☐ Harassment-free workplace expectations reviewed.
- ☐ Guest interaction expectations reviewed.
- ☐ Alcohol service rules reviewed if applicable.
- ☐ Cash handling expectations reviewed if applicable.
- ☐ Tip procedures reviewed if applicable.
- ☐ Safety reporting procedure reviewed.

First Day Training Focus

Today's training focus:

Tasks introduced today:

1. _____
2. _____
3. _____
4. _____
5. _____

Employee questions:

Manager notes:

| First Day Completion

- ☐ Employee was welcomed properly.
- ☐ Employee understands who to report to.
- ☐ Employee understands basic expectations.
- ☐ Employee understands the next scheduled training shift.
- ☐ Employee knows who to ask for help.

Follow-Up Needed:

- ☐ Yes
- ☐ No

Follow-Up Notes:

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

EMPLOYEE INFORMATION AND POSITION SETUP

Keep this page operational. Sensitive personnel records belong in the restaurant's secure HR/payroll system, not in a training workbook.

Employee Name: _____ **Preferred Name:** _____
Position Hired For: _____ **Department:** _____
Hire Date: _____ **Start Date:** _____
Manager Responsible: _____ **Trainer Assigned:** _____

PRIVACY-SAFE RECORD REFERENCE

Optional Employee ID / secure HR file reference: _____

Do not write Social Security numbers, banking information, tax data, identity-document numbers, medical details, passwords, or other confidential information on this page.

EMPLOYMENT SETUP CHECKLIST

- ☐ Required hiring documents completed in approved HR process.
- ☐ Emergency contact stored in approved secure record.
- ☐ Payroll/tax/direct-deposit setup completed in approved system.
- ☐ Employee added to scheduling and timekeeping systems.
- ☐ POS or system access created only if role requires it.
- ☐ Employee handbook/policies provided or acknowledged if applicable.
- ☐ Uniform requirements reviewed.
- ☐ Training schedule created.
- ☐ Approved trainer assigned.
- ☐ First review date scheduled.

POSITION SETUP

- | | | | | | |
|--------------------------------------|---------------------------------|------------------------------------|--|-------------------------------------|------------------------------------|
| ☐ Server | ☐ Host | ☐ Bartender | ☐ Cook | ☐ Dishwasher | ☐ Prep Cook |
| ☐ Food Runner | ☐ Busser | ☐ Expo | ☐ To-Go / Cashier | ☐ Shift Lead | ☐ Manager |
| ☐ Other | | | | | |

Primary Position: _____

Secondary / Cross-Training Position (if any): _____

Setup Completed By: _____

Date Completed: _____

| Training Plan Setup

First Training Shift Date: _____

Second Training Shift Date: _____

Third Training Shift Date: _____

30-Day Review Date: _____

60-Day Review Date: _____

90-Day Review Date: _____

Manager Notes:

Setup Completed By: _____

Date Completed: _____

Manager Signature: _____

Uniform, Appearance, and Professional Standards

Employee Name: _____

Position: _____

Manager Name: _____

Date Reviewed: _____

Uniform and appearance standards should be explained before the employee begins working regular shifts.

Employees should not have to guess what is acceptable.

Clear standards prevent uncomfortable conversations later.

Uniform Standard

Required shirt/top:

Required pants/bottoms:

Required shoes:

Apron required?

☐ Yes

☐ No

Hat or hair restraint required?

☐ Yes

☐ No

Name tag required?

☐ Yes

☐ No

Other required items:

Appearance Expectations

- ☐ Employee understands clean uniform expectations.
- ☐ Employee understands shoe requirements.
- ☐ Employee understands hair restraint expectations.
- ☐ Employee understands jewelry restrictions if applicable.
- ☐ Employee understands nail standards if applicable.
- ☐ Employee understands fragrance/cologne expectations if applicable.
- ☐ Employee understands hygiene expectations.
- ☐ Employee understands professional appearance expectations.
- ☐ Employee understands what is not allowed.

Position-specific Requirements

For food handling positions:

- ☐ Food-safe appearance standards reviewed.
- ☐ Gloves policy reviewed.
- ☐ Handwashing expectations reviewed.
- ☐ Hair restraint expectations reviewed.
- ☐ Apron use reviewed.
- ☐ Clean towel or sanitizer bucket expectations reviewed if applicable.

For guest-facing positions:

- ☐ Guest-facing appearance standards reviewed.
- ☐ Professional language expectations reviewed.
- ☐ Body language expectations reviewed.
- ☐ Smile and greeting expectations reviewed.
- ☐ Table presence expectations reviewed.
- ☐ Guest complaint response expectations reviewed.

Professional Behavior Standards

- ☐ Arrive on time and ready to work.
- ☐ Communicate respectfully with guests.
- ☐ Communicate respectfully with coworkers.

- ☐ Follow manager direction.
- ☐ Stay focused during the shift.
- ☐ Avoid gossip and unnecessary conflict.
- ☐ Use professional language.
- ☐ Protect guest experience.
- ☐ Protect food safety.
- ☐ Complete assigned duties.
- ☐ Ask questions when unsure.

| Employee Acknowledgment

I understand the restaurant's uniform, appearance, and professional behavior expectations.

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

Correction or Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Restaurant Tour Checklist

Employee Name: _____

Position: _____

Tour Completed By: _____

Date: _____

A restaurant tour helps the employee understand the building, work areas, safety points, storage areas, and team flow.

Do not assume a new employee knows where everything is.

Use this checklist during the first day or first training shift.

General Areas

- ☐ Main entrance
- ☐ Employee entrance
- ☐ Dining room
- ☐ Bar area
- ☐ Host stand
- ☐ Server station
- ☐ POS stations
- ☐ Restrooms
- ☐ Office
- ☐ Break area
- ☐ Employee storage area
- ☐ First aid kit location
- ☐ Fire extinguisher locations
- ☐ Emergency exits
- ☐ Trash area
- ☐ Parking area

Front of House Areas

- ☐ Host stand
- ☐ Waiting area
- ☐ Dining room sections
- ☐ Table numbers
- ☐ Booth numbers
- ☐ Patio or outdoor seating if applicable
- ☐ Server stations
- ☐ Beverage station
- ☐ Coffee/tea station
- ☐ Ice machine
- ☐ Side work areas
- ☐ Clean glassware storage
- ☐ Silverware storage
- ☐ Linen or napkin storage
- ☐ To-go order area
- ☐ Guest recovery supplies if applicable

Back of House Areas

- ☐ Cook line
- ☐ Prep area
- ☐ Dish pit
- ☐ Dry storage
- ☐ Walk-in cooler
- ☐ Walk-in freezer
- ☐ Chemical storage
- ☐ Mop sink
- ☐ Handwashing sinks
- ☐ Three-compartment sink
- ☐ Dishwasher machine
- ☐ Clean dish storage
- ☐ Smallwares storage
- ☐ Food labeling area
- ☐ Waste area
- ☐ Receiving area

Safety and Sanitation Points

- ☐ Handwashing sinks identified.
- ☐ Sanitizer locations identified.
- ☐ Chemical storage reviewed.
- ☐ Slip hazards reviewed.
- ☐ Wet floor sign location reviewed.
- ☐ Knife safety area reviewed if applicable.
- ☐ Hot surface areas reviewed.
- ☐ Emergency exits reviewed.
- ☐ Fire extinguisher locations reviewed.
- ☐ First aid location reviewed.

Tour Notes

Areas employee needs to revisit:

Questions employee asked:

Follow-Up Needed:

- ☐ Yes
- ☐ No

Follow-Up Notes:

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____

Safety and Sanitation Introduction

Employee Name: _____

Position: _____

Trainer Name: _____

Manager Name: _____

Date: _____

Safety and sanitation standards must be introduced early.

No employee should begin regular work without understanding the basic rules that protect guests, coworkers, and the restaurant.

This page is an introduction only. Position-specific safety and sanitation training should continue during hands-on training.

Food Safety Basics

- ☐ Handwashing expectations reviewed.
- ☐ When to wash hands reviewed.
- ☐ Glove use reviewed if applicable.
- ☐ Bare hand contact rules reviewed if applicable.
- ☐ Food temperature importance reviewed.
- ☐ Cross-contamination explained.
- ☐ Food storage basics reviewed.
- ☐ Labeling and dating expectations reviewed.
- ☐ Allergy awareness introduced.
- ☐ Clean-as-you-go expectation reviewed.
- ☐ Sanitizer use reviewed.
- ☐ Sick employee reporting expectation reviewed.

Personal Safety Basics

- ☐ Slip and fall prevention reviewed.
- ☐ Proper lifting basics reviewed.
- ☐ Knife safety introduced if applicable.
- ☐ Burn prevention introduced if applicable.
- ☐ Broken glass procedure reviewed.
- ☐ Chemical safety introduced.
- ☐ Wet floor sign use reviewed.
- ☐ Ladder or step stool safety reviewed if applicable.
- ☐ Emergency exit locations reviewed.
- ☐ Injury reporting process reviewed.

Sanitation Standards

- ☐ Cleaning schedule explained.
- ☐ Sanitizer bucket use reviewed if applicable.
- ☐ Towel use expectations reviewed.
- ☐ Dishwashing sanitation basics reviewed.
- ☐ Restroom check expectations reviewed if applicable.
- ☐ Trash handling expectations reviewed.
- ☐ Pest prevention basics reviewed.
- ☐ Food contact surface cleaning reviewed.
- ☐ End-of-shift cleaning expectations introduced.

Allergy Awareness Introduction

- ☐ Employee understands that food allergies must be taken seriously.
- ☐ Employee knows who to notify about an allergy concern.
- ☐ Employee understands not to guess about ingredients.
- ☐ Employee understands cross-contact risk.
- ☐ Employee understands that allergy questions should be escalated to a manager when needed.

Safety or Sanitation Concerns Discussed

Employee Questions

| Follow-Up Training Needed

- ☐ Food safety
- ☐ Allergy awareness
- ☐ Chemical safety
- ☐ Knife safety
- ☐ Dish sanitation
- ☐ Cleaning procedures
- ☐ Other: _____

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____

Service Culture Introduction

Employee Name: _____

Position: _____

Trainer Name: _____

Manager Name: _____

Date: _____

Every restaurant has a service culture.

Service culture means the way employees treat guests, support each other, solve problems, and protect the guest experience.

A new employee should understand the restaurant's service expectations early.

This is especially important in a full-service restaurant because the guest experience depends on teamwork between front of house, back of house, bar, support staff, and management.

Core Service Expectations

- ☐ Greet guests with professionalism.
- ☐ Make guests feel noticed.
- ☐ Listen carefully.
- ☐ Speak respectfully.
- ☐ Move with purpose.
- ☐ Keep work areas clean.
- ☐ Communicate with the team.
- ☐ Support coworkers during busy times.
- ☐ Take guest concerns seriously.
- ☐ Ask for help before a small problem becomes a bigger problem.
- ☐ Protect food quality.
- ☐ Protect ticket times.
- ☐ Protect the guest's trust.

Service Standard Questions

1. How should guests feel when they enter the restaurant?

2. What should employees do when a guest looks confused or unhappy?

3. What should employees do when they are too busy to handle a guest request immediately?

4. What should employees do if they make a mistake?

5. What does teamwork look like during a busy shift?

| Restaurant Service Promise

Our guests should be able to expect:

| Employee Role in Service Culture

In this position, the employee affects guest experience by:

Examples:

FOLLOW-UP NEEDED

☐ Yes

☐ No

Follow-Up Notes:

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____

First Week Training Plan

Employee Name: _____

Position: _____

Department: _____

Trainer Name: _____

Manager Name: _____

Week Start Date: _____

The first week should give the employee structure.

A new employee should know what they are learning, who is training them, and how their progress will be reviewed.

Use this page to plan the first week of training.

Day 1 Training Plan

Date: _____

Trainer: _____

Main Focus:

Tasks to Introduce:

- ☐ Restaurant tour
- ☐ Uniform and appearance standards
- ☐ Safety and sanitation basics
- ☐ Service culture
- ☐ Position overview
- ☐ Basic station setup
- ☐ Shadow trainer
- ☐ Other: _____

Manager Notes:

Day 2 Training Plan

Date: _____

Trainer: _____

Main Focus:

Tasks to Introduce or Practice:

- ☐ Position-specific duties
- ☐ Station setup
- ☐ Guest interaction if applicable
- ☐ Menu knowledge if applicable
- ☐ Equipment use if applicable
- ☐ Cleaning duties
- ☐ Side work
- ☐ Other: _____

Manager Notes:

Day 3 Training Plan

Date: _____

Trainer: _____

Main Focus:

Tasks to Introduce or Practice:

- ☐ Task repetition
- ☐ Real shift practice
- ☐ Correcting mistakes
- ☐ Speed and accuracy
- ☐ Communication standards

☐ Opening or closing duties

☐ Position checklist review

☐ Other: _____

Manager Notes:

Day 4 Training Plan

Date: _____

Trainer: _____

Main Focus:

Tasks to Introduce or Practice:

☐ Increased independence

☐ Real-time decision making

☐ Guest or ticket flow if applicable

☐ Station organization

☐ Team communication

☐ Side work completion

☐ Manager observation

☐ Other: _____

Manager Notes:

Day 5 Training Plan

Date: _____

Trainer: _____

Main Focus:

Tasks to Introduce or Practice:

☐ Review all first-week training

☐ Identify strengths

☐ Identify training gaps

☐ Confirm next training steps

☐ Assign follow-up practice

☐ Schedule review

☐ Other: _____

Manager Notes:

First Week Review

Employee strengths this week:

Areas needing more practice:

Tasks not yet ready for sign-off:

Manager follow-up action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____

New Hire Onboarding Completion Page

Employee Name: _____

Position: _____

Department: _____

Start Date: _____

Manager Name: _____

Trainer Name: _____

Use this page to confirm that the employee has completed the basic onboarding process.

Onboarding Items Completed

- ☐ New hire readiness checklist completed.
- ☐ First day welcome checklist completed.
- ☐ Employee information and position setup completed.
- ☐ Uniform and appearance standards reviewed.
- ☐ Professional behavior standards reviewed.
- ☐ Restaurant tour completed.
- ☐ Safety and sanitation introduction completed.
- ☐ Service culture introduction completed.
- ☐ First week training plan created.
- ☐ Position-specific training tracker assigned.
- ☐ Trainer assigned.
- ☐ Follow-up review scheduled.

Employee Understanding

The employee understands:

- ☐ Who they report to.
- ☐ Their primary position.
- ☐ Their training schedule.
- ☐ Uniform expectations.
- ☐ Attendance expectations.
- ☐ Safety expectations.
- ☐ Sanitation expectations.
- ☐ Guest service expectations.
- ☐ Where to find help.
- ☐ What they are expected to learn next.

Manager Review

1. Is the employee ready to continue into position-specific training?

☐ Yes

☐ No

☐ Needs additional onboarding first

2. What additional onboarding is needed?

3. What should the trainer focus on during the next shift?

4. What concerns, if any, should the manager monitor?

5. What is the next scheduled training review date?

Onboarding Approval

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

DAILY TRAINING SHIFT LOG

Complete one log for an active training shift. Record what was actually taught and observed, then leave one clear next action for the next trainer or manager.

Employee Name: _____

Position / Station: _____

Trainer: _____

Manager: _____

Date / Shift: _____

TRAINING ACTIVITY

Task / Standard	Expl.	Demo	Practice	Observed	Status
					☐ Not ready ☐ Practice ☐ Ready

SHIFT EVIDENCE AND HANDOFF

What the employee did well:

What still needs practice or correction:

Employee questions / uncertainty:

Next training action: _____

Person responsible: _____

Follow-up date / next shift: _____

Employee Signature: _____ Trainer: _____ Manager: _____