Checklist – Onboarding

A great way to prepare your recruit for their new job is to piece together a learning-series with onboarding topics. Here's a checklist on a few important topics that can be good for the new recruit to prepare with before the first work day and/or during their first week.

- [ ] Learn about the different types of programs and software that your store uses. That could for example be a point of sale system.

- [ ] Learn about the assortment of products. What different types of product categories the store has and where in the store they're located.

- [ ] Learn about the products more specifically, product for product. For example what qualities the product has, what it does and how it works e.t.c.

- [ ] If the new employee is supposed to work at the checkout, then he/she might have to learn the products PLU/SKU-numbers or other kinds of shortenings for the products.

- [ ] Learn about the store's code of conduct. It's important for the employee to know the store's policy, what kind of standards and moral/ethical behavior that's expected.

- [ ] Learn how to greet customers. It's one of the most important topics that the new employee needs to learn. The customer experience plays an important role for the store's success.

- [ ] The employee needs to be informed about the store's dress code if there is one.

- [ ] The last tip is for the employee to set up goals to make the learning process easier and more motivating.