



QUALITY HOSPITALITY  
ADELAIDE CATERING

# Staff Induction Policy

## Principles

**1.1** Our vision for **Quality Hospitality** is that we are committed to expanding our role as a premier catering company. Through the involvement of an empowered employee culture and the creative acquisition and use of resources, we will develop and implement varied menus that reflect an inclusive culture and hold events for our customers that create great memories.

**1.2** Achievement of the vision depends on recruiting, retaining and developing high quality staff. Integral to this objective is the need to provide a framework for the effective induction of newly appointed staff.

**1.3** This policy outlines the broad principles that will govern our approach to the induction of staff and supports our Learning and Development Policy. It also provides guidance for managers to ensure that new staff members are provided with effective support to ensure they can fully meet the requirements of their job.

**1.4** Implementation of the Staff Induction Policy will be reviewed by HR Services through periodic consultation with managers and staff, monitoring attendance at staff induction days and completion of new staff induction checklists. Adjustments will be made, as appropriate, to reflect best practice, staff feedback and any relevant legal requirements.

**1.5** We regard effective planning for staff induction as being of prime importance. **Quality Hospitality** is a complex organisation and if new staff are to establish themselves quickly and effectively there is a need to provide them with guidance, support and information in a planned and considered way.

**1.6** It is recognised that where staff are provided with an appropriate and well planned induction program they:

- are more highly motivated
- become effective quickly
- are more likely to form an attachment with **Quality Hospitality**, pass probation and be retained
- can extend their range of skills and knowledge, enabling them to be more adaptable
- are less likely to waste **Quality Hospitality** resources and staff time
- benefit from reduced levels of stress and anxiety
- are more likely to receive an equal opportunity to be developed and supported

A framework has been established for the effective induction of new staff that will:

- include a systematic assessment of initial training and development needs
- encourage regular constructive performance reviews
- ensure that induction, even when pursued on a largely informal basis, takes place in a systematic and planned way
- operate on the basis of quality and good management practice
- be cost effective
- enhance our reputation as a good employer

**1.7** Inadequate and poorly planned induction of new staff can contribute to staff under performing or failure to retain new staff, in which a significant investment has been made.