



QUALITY HOSPITALITY
ADELAIDE CATERING

Staff Induction Procedures

There are three main stages to the induction of new staff:

- a) Pre-appointment
- b) Restaurant and Event level induction
- c) Corporate induction

The following summarises each of these stages.

Pre-Appointment

It is important to regard the induction process as commencing with the initial contact between **Quality Hospitality** and the prospective employee established during the recruitment process. It is during this period that prospective staff form initial impressions about us and it is crucial that they are positive.

Quality Hospitality policy aims to enhance our standing as a good employer and sets out the responsibilities of Managers, Human Resources and other staff in respect of:

- The quality of recruitment information provided to potential recruits
- The quality of recruitment practices and procedures generally (refer to Recruitment and Selection guidelines for more information)

Prior to the commencement of employment, Human Resource will also take responsibility for providing the appointee with comprehensive and clear documentation detailing terms and conditions of employment.

Restaurant and Event Level Induction

The integration of new staff is critically affected by the quality of induction to their immediate working environment. Induction at this level must be carefully structured and should aim to put the new member of staff at ease.

The new staff member's immediate Manager, when planning staff induction, must take into account the following:

- Making arrangements to welcome a new member of staff
- Ensuring that immediate and long term practical needs relating to the new member of staff are identified and arranged where possible before their arrival
- Clarifying roles and expectations
- Familiarising them with the specific aims, practices and ethos of **Quality Hospitality**

- Arranging for an experienced colleague to help the staff member settle in and adjust to their new working environment. Typically they will provide guided tours of the facilities, answer questions and provide practical advice.

Specifically immediate Managers should:

- Conduct regular, constructive reviews of performance during the staff members induction and probation period
- Refer to the job description and in conjunction with the new member of staff identify initial training and development needs
- Support and encourage staff to meet identified needs, in liaison, as necessary, with **Quality Hospitality** Learning and Development

To assist the Manager in the preparation, delivery and evaluation of the new member of staff's induction, a 'Team Member Induction Checklist' has been designed (for a copy see Documents/Induction). The checklist needs to be completed by the immediate Manager, although some items may be delegated to the colleague helping the new staff member settle in.

Before the first day of employment the Manager and new member of staff will receive, from Human Resources, a copy of the Staff Induction Checklist, a 'Staff Induction Handbook' and a contract of employment.

Completed Staff Induction Checklists should be returned to Human Resources within six (6) weeks, by the immediate Manager. The Human Resources will action the staff development needs identified and monitor and evaluate the induction process. A copy of the checklist should be kept by the new staff member and their immediate Manager.

At Restaurant and Event Level, completed Staff Induction Checklists should be revisited as part of the first probationary review (see Documents/Induction/Probation procedures) and any outstanding development needs discussed.

Corporate Induction

Human Resources will facilitate a 'Staff Induction Day'

Staff Induction Days will ensure that all new staff are welcomed to **Quality Hospitality** personally by the CEO (or rarely, by a senior colleague), and are briefed by Human Resource staff on the following:

- **Quality Hospitality's** Vision, Values, History and Future
- An overview of the company's services
- The range of staff facilities available
- Maintaining and continuously improving the client experience
- How **Quality Hospitality** manages and develops staff and how we communicate as a staff team
- Key policies, procedures and practices, including an introduction to our intranet, Equality and Diversity, Health and Safety, Learning and Development and Human Resource function.

The Staff Induction Days will also provide an opportunity for new staff to network and enrol onto the following:

- Introduction to the **Quality Hospitality** Network and Microsoft Outlook
- Mandatory Occupational Health and Safety training

A Summary of Quality Hospitality's Staff Induction Process - a >> b >> c

Pre - Appointment (Recruitment Process)

- Job information received by applicants
- Recruitment process implemented
- Appointment made
- Selection panel decides
- Selection panel selects probationary mentor

Restaurant and Events Level Induction

- Immediate Manager completes and returns Staff Induction Checklist to Human Resources within six (6) weeks of start date

Corporate Induction

- Enrol new staff into mandatory Staff Induction Day and Occupational Health and Safety training