

Onboarding and Training Plan

at

ABC

SADC

DE LA RÉGION
DE COATICOOK

Canada

Canada Economic Development
for Quebec Regions
offers a financial support
to the SADC and the CAE

POSITION: ABC

DEPARTMENT: _____ DURATION OF TRAINING: _____ hours
 EMPLOYEE NAME: _____ START DATE: _____
 TRAINER NAME: _____ END DATE: _____

List of tasks to teach	Check off when shown	Points to elaborate on midway through training	Evaluation of level of mastery at the end of training		
			Very good	Fair	Poor
Familiarity with the business					
Tour of work premises (bathrooms and cloakrooms, cafeteria, bulletin boards);			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tour of the department and workstation;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduction to coworkers;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of employees' internal operating rules (employee manual, if there is one);			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Work schedule, timecard, leave;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Meal times and breaks;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Dress code;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Parking;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Health and safety;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Emergency measures and evacuation.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
Setup					
Location of the different departments;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of products and their locations;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ List of available products (catalogues, binder of after-sales services, out-of-stock inventory, products available in warehouse);			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Labelling and display codes, and reference sheets to understand them;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of how the warehouse works;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Merchandise receipt and location procedure;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Related documents.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

POSITION: ABC

Comments regarding understanding of the language:

	Check off when shown	Points to elaborate on midway through training	Evaluation of level of mastery at the end of training		
			Very good	Fair	Poor
Resource persons and their respective roles					
Supervisors and their replacements;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor and administrative staff.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Main policies					
Merchandise return policy;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Merchandise warranty policy;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inventory order policy.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Documents used to perform tasks					
Request form for label supplies;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekly and action planning;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punch card, deferred discount coupons;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layaway, tool rentals, back order items;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local repairs;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sale preparation, overstock procedure, return procedure;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theft prevention;			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Merchandise PO, receiving voucher.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

POSITION: **ABC**

Comments:

Customer service

Placement of flyers and baskets;				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intercom system.				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

IT system

The various screens to consult and use;				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inventory follow-up;				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding equipment and information;				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Main mistakes.				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Timetable

Topic	1 to 2 weeks	3 to 4 weeks	5 to 8 weeks	8 to 12 weeks
Familiarization with the business				
Store setup				
Resource persons				
Main store policies				
Documents used				
Customer service				
IT system				
Evaluate after 3rd or 4th week				

POSITION: **ABC**

Buddy/trainer's comments

Interest

Learning speed

Understanding of instructions

Observance of techniques

Initiative/resourcefulness

Employee's comments

Employee

Buddy/trainer

Date

Date