tutoreca

CHECKLIST
HOSPITALITY ACADEMY & STUDIO

Onboarding a new team member

From job ad to the end of month one: every step to make them feel expected, get up to speed quickly and want to stay.

Team member: _____ Position: _____ Start date: _____ Buddy: _____

1 Recruit

BEFORE SIGNING

- [ ] Job ad with a precise job title
- [ ] Duties, hours, contract and salary stated
- [ ] Benefits stated: accommodation, meals, training, career
- [ ] Interview on time, somewhere quiet, no interruptions
- [ ] Meeting with future manager or a few hours on the floor
- [ ] Answer given within the time announced, even a no

2 Prepare for day one

BETWEEN SIGNING AND START DATE

- [ ] Welcome message from their future manager
- [ ] Time, place, staff entrance and day-one contact sent
- [ ] Welcome pack sent (ideally as a video)
- [ ] HR paperwork completed
- [ ] Uniforms in the right size, ready and pressed
- [ ] Name tag checked (spelling of first name)
- [ ] Locker assigned, with their name

3 Set up access

ACTIVE ON DAY ONE

- [ ] Food & beverage: POS card or code (Micros...)
- [ ] Reception: PMS logins (Opera, Mews...)
- [ ] Housekeeping: key card for rooms and service areas
- [ ] Building access badge
- [ ] Staff canteen card
- [ ] Email, internal tools and training platform

4 Prepare the team

THE WEEK BEFORE

- [ ] Team informed: who, when, which role
- [ ] Photo board shared with the team
- [ ] Preferences collected: drink, preferred name, passion
- [ ] Buddy chosen and briefed
- [ ] First-week schedule ready

5 The Welcome Day

DAY ONE, VIP PROTOCOL

- [ ] Main entrance, welcomed by management
- [ ] Greeted by name by the whole team
- [ ] Favourite drink served on arrival
- [ ] Name card at their seat, card signed by the team
- [ ] Welcome, values and standards of the house
- [ ] Meeting the heads of division
- [ ] Hotel tour (video first, then walk-around)
- [ ] Lunch in the hotel restaurant, as a guest

6 Train and follow up

MONTH ONE

- [ ] Training plan shared, with goals and milestones
- [ ] Mix of on-the-job, role plays, materials and online modules
- [ ] 10 minutes of video tutorials a day
- [ ] End of week one check-in
- [ ] End of month one review
- [ ] Fresh-eyes report collected
- [ ] Meeting before the end of probation

- [ ] Personal touches: they cost little and leave a lasting impression.

Take good care of your teams,
and they will take good care of your guests.

Training in 10 minutes a day
tutoreca.fr

© 2026 Tutoreca · Onboarding checklist

Read the full article on tutoreca.fr