Hotel New Employee Onboarding Checklist (US)

Onboarding & Training | US

ASSOCIATE NAME	DEPARTMENT	POSITION	START DATE	ONBOARDING MANAGER
			____ / ____ / _____	

PRE-HIRE & COMPLIANCE

- [ ] I-9 Employment Eligibility verified
  Section 1 by Day 1, Section 2 within 3 business days
- [ ] W-4 federal tax form completed
- [ ] State tax withholding form
- [ ] Direct deposit / pay setup
- [ ] Emergency contact collected
- [ ] Employee handbook signed
- [ ] Tip reporting policy acknowledged

DAY 1 — PROPERTY ORIENTATION

- [ ] Welcome and introductions
- [ ] Full property tour (all departments)
- [ ] Uniform issued, grooming standards reviewed
- [ ] Name badge and key card issued
- [ ] Locker and associate facilities shown
- [ ] Fire exits, assembly points, AED locations
- [ ] Associate dining / meal arrangements
- [ ] Scheduling system explained

GUEST SERVICE STANDARDS

- [ ] Brand philosophy and service culture
- [ ] Guest greeting and farewell standards
- [ ] Telephone etiquette training
- [ ] Complaint handling / service recovery
- [ ] Loyalty program awareness
- [ ] Upselling opportunities explained

DEPARTMENT TRAINING

- [ ] PMS / department system training
- [ ] Department SOPs reviewed
- [ ] Equipment and tools orientation
- [ ] Department-specific safety training
- [ ] Key performance standards explained
- [ ] Buddy / trainer assigned

SAFETY & COMPLIANCE

- [ ] OSHA safety orientation completed
- [ ] Fire safety and evacuation drill
- [ ] Food handler card (if food handling)
- [ ] Hazard communication / SDS locations
- [ ] Active shooter / security awareness
- [ ] Guest data privacy / PCI compliance

WEEK 1 REVIEW

- [ ] Supervised shifts completed
- [ ] Check-in meeting held with manager

Areas for development noted

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Notes

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