Retail Store New Employee Onboarding Checklist

Onboarding & Training

EMPLOYEE NAME	POSITION	START DATE	MANAGER
		____ / ____ / _____	

PAPERWORK & ADMIN

- [ ] Employment contract signed
- [ ] Tax and payroll forms completed
- [ ] Right to work verified
- [ ] Emergency contact collected
- [ ] Employee handbook issued and signed
- [ ] Uniform / dress code explained

STORE ORIENTATION

- [ ] Store tour — sales floor, stockroom, offices
- [ ] Team introductions
- [ ] Fire exits and assembly point
- [ ] First aid kit location
- [ ] Break room and facilities
- [ ] Rota and scheduling system

POS & CASH HANDLING

- [ ] Till / POS system training
- [ ] Processing card payments
- [ ] Returns and exchanges procedure
- [ ] Gift cards and loyalty programmes
- [ ] Cash handling and end-of-day count
- [ ] Discount and void procedures

PRODUCT & CUSTOMER SERVICE

- [ ] Store layout and department overview
- [ ] Key product categories / ranges
- [ ] Customer greeting and approach
- [ ] Upselling and add-on suggestions
- [ ] Handling customer complaints
- [ ] Click-and-collect / online order procedures

LOSS PREVENTION & SAFETY

- [ ] Shoplifting awareness and response
- [ ] Internal theft policy
- [ ] CCTV and security tag procedures
- [ ] Manual handling — lifting technique
- [ ] Ladder safety (if used)
- [ ] Emergency / robbery procedure

SIGN-OFF

- [ ] Buddy / mentor assigned
- [ ] Supervised shifts completed
- [ ] Week 1 review meeting held

Development areas noted

Employee signature _____

Go digital with Miratag

Skip the paper — fill checklists faster on the Miratag mobile app. Add photos, videos, notes and signatures. Track compliance in real time. Start free at miratag.com

This template is a general-purpose resource, not tailored to any specific jurisdiction. Each organisation must validate compliance with local regulations.

Scan to use it free

Manager signature

Notes

Go digital with Miratag

Skip the paper — fill checklists faster on the Miratag mobile app. Add photos, videos, notes and signatures. Track compliance in real time. Start free at miratag.com

This template is a general-purpose resource, not tailored to any specific jurisdiction. Each organisation must validate compliance with local regulations.

Scan to use it free