

XYZ Company Staff Induction Plan

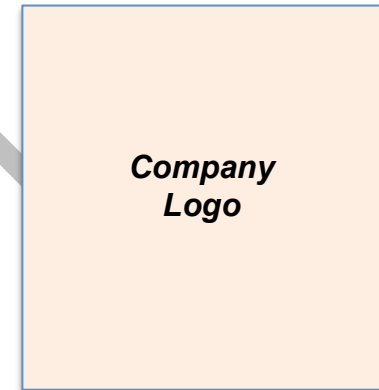
Welcome to the XYZ Company! It is the hope of all of us here that you enjoy contributing to the success of the company and that your tenure with us is long, happy and fruitful.

The company has a range of values, policies and procedures that help to define how we get things done. Whilst many of these are documented, some are based more on a broader and less formalised understanding of what constitutes a great contribution to the life of the business.

It is important that all staff members have a thorough understanding of the way that we operate, as this will help them to do a great job, enjoy their work and progress their career with us.

This induction plan is designed to ensure that you can approach your work confident in the knowledge that you have a good grasp of how we operate. Please do pursue the plan thoroughly and don't hesitate to make recommendations for improvement.

I am glad that you have chosen to join us and wish you well for the future!



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Signature

John Smith

CEO, XYZ Company P.L.C.

The induction plan

Your name	
Your job role	Customer Services Representative
Your manager's name	
Date of joining	

The induction plan is divided into two sections. The first is common to all new starters, and gives you a general introduction to the company and how we get things done. The second part is specific to your role and is designed to make sure that you can become a confident and effective contributor quickly.

Someone within your team will be nominated as your 'buddy' for the purposes of your induction. He or she will be there to guide you and to help to make introductions and appointments for you.

Following each step of your induction training you will be asked to sign your induction plan, as will the person delivering the training. This is an acknowledgement that the topic has been covered in sufficient detail; so don't sign if you are not happy with that step but talk to the person responsible so that the problem can be dealt with!

Part 1- General Induction	Appointment date/time	Time allowed	Trainer	Signature-Delivery	Signature-Receipt
<p>Welcome discussion (group or individual)</p> <ul style="list-style-type: none"> • Who we are and what we do • Our mission and goals • Our values and principles • Conduct- living the values and principles • Our responsibilities to stakeholders <ul style="list-style-type: none"> ○ Employees ○ Each other ○ Customers ○ Shareholders ○ Suppliers ○ The community 		60 minutes	CEO or executive committee member		
<p>Your employment contract and HR procedures</p> <ul style="list-style-type: none"> • Your contract, terms and conditions of employment • Checking of details for payroll etc. • The staff handbook • Expenses policy and procedures • Performance review processes and procedures • Your development and growth • Communication policy and procedures • Conduct, bullying and abuse • Payroll procedures • Sickness and absence procedure • Holiday procedure 		90 minutes	HR manager or colleague		

Safety & security <ul style="list-style-type: none"> • Our responsibilities to each other • Fire and evacuation procedures • Fire extinguisher use • Accident & security procedure • Parking 		60 minutes	Safety representative		
Orientation <ul style="list-style-type: none"> • Tour of the site and introductions as appropriate • Personal possessions and their safeguarding • Catering arrangements • Personal hygiene • Washrooms • Waste and recycling 		60 minutes	Departmental colleague		
I.T. <ul style="list-style-type: none"> • Introduction to the system • The company network • Company mobile phones (where appropriate) • Security and passwords • Personal computer issue & use (where appropriate) • Wi-fi 		90 minutes	I.T. Manager or colleague		
Facilities <ul style="list-style-type: none"> • Housekeeping • Visitors procedures • Photocopier use • Telephone system, policies and use • Stationery and equipment • Personal mobile phones policy and use 		90 minutes	Facilities Manager or colleague		

Part 2- Job Specific Induction	Appointment date/time	Time allowed	Trainer	Signature-Delivery	Signature-Receipt
The Customer Services role <ul style="list-style-type: none"> • Why we are here • Where we fit in • Our ethos • What good customer service looks like 					
The Customer Services department <ul style="list-style-type: none"> • Organisation and structure • Routines at the start and end of your shift • Other routines, breaks etc 					
Performance review <ul style="list-style-type: none"> • Performance review processes • Assessment criteria 					
Training and development <ul style="list-style-type: none"> • Your training plan • On-going training • Your growth and development 					
The Customer Services telephone system <ul style="list-style-type: none"> • Introduction to the system • Introduction to the manual, procedures and routines • Trial use 					

<p>The Customer Services I.T. system</p> <ul style="list-style-type: none"> • Introduction to the system • Introduction to the manual, procedures and routines • Trial use 					
<p>Customer Services procedures</p> <ul style="list-style-type: none"> • Introduction to the procedures • What to do if there is no relevant procedure 					
<p>Procedure No. 1- Greeting the customer</p> <ul style="list-style-type: none"> • Objective • Process • Demonstration • 'Offline' trial and practice • Review 					
<p>Procedure No. 2- Customer details</p> <ul style="list-style-type: none"> • Objective • Process • Demonstration • 'Offline' trial and practice • Review 					
<p>Etc.</p>					
<p>Etc.</p>					