Retail Employee Onboarding

TIPS, CHECKLISTS AND TEMPLATES

Contents

Introduction

In Australia, retail workers make up nearly 10 per cent of the workforce[1]. COVID-19 has had a big impact on the sector, with many businesses forced to stand down workers.

Luckily, as restrictions ease and employees head back to work, the retail industry is positioned perfectly for growth in the next few months. The retail sector is predicted to undergo one of the biggest rehiring periods of all time.

But before the thousands of Australian retail workers who were stood down get back to work, employers need to take critical steps to help reduce turnover and create a culture of committed employees.

All of this starts with onboarding. However, only 12 per cent of global employees believe their organisation has an effective onboarding process[5].

In this guide, we'll go over the full retail employee orientation experience — from day 1 through to day 90. And provide practical guidance and resources to help your business improve this experience.
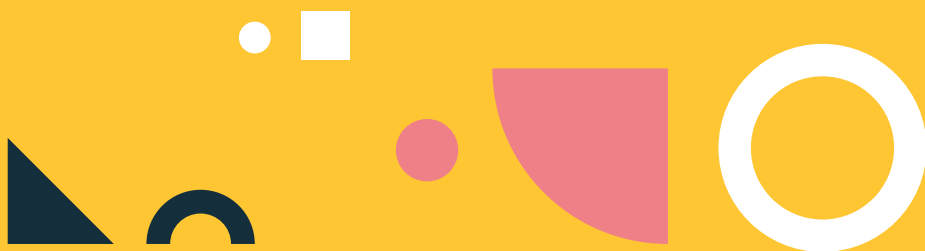
What are the benefits of onboarding?

The benefits of employee onboarding include:

▶ **Attract top talent:** Approximately 20 per cent of new hires are unlikely to recommend an employer after their onboarding experience[6].

▶ **Retain staff:** Employees who have a negative onboarding experience are twice as likely to look for a different career opportunity[6].

▶ **Increased employee engagement:** In Australia, only 42 per cent of happy workers believe they received adequate workplace training[7]. On the other hand, 67 per cent of unhappy workers complained they didn't receive adequate workplace training[7]. Employees who rated their onboarding experience as 'highly effective' were 18 times more likely to feel highly committed to their organisation[9].

▶ **Gain a competitive advantage:** At 5.2 per cent[3], the unemployment rate in Australia is at one of its lowest points

in recent history, and the number of jobs is expected to grow. It's predicted that there will be 886,000 more jobs by 2023[4].

► **Improve the customer experience:** When you retain more employees, they develop skills and expertise over time, making them better equipped to serve customers.

► **Contribute to your bottom line:** As you increase engagement and reduce turnover, you lower turnover costs while boosting sales.

How does onboarding impact retention?

While there is a long list of benefits to effective onboarding for retail staff, the biggest one is employee retention. The retail industry has a history of facing high turnover rates, and it continues to increase. In 2018, total retail turnover in Australia was approximately A$320.8 billion — approximately A$9 billion more than the year before[12].
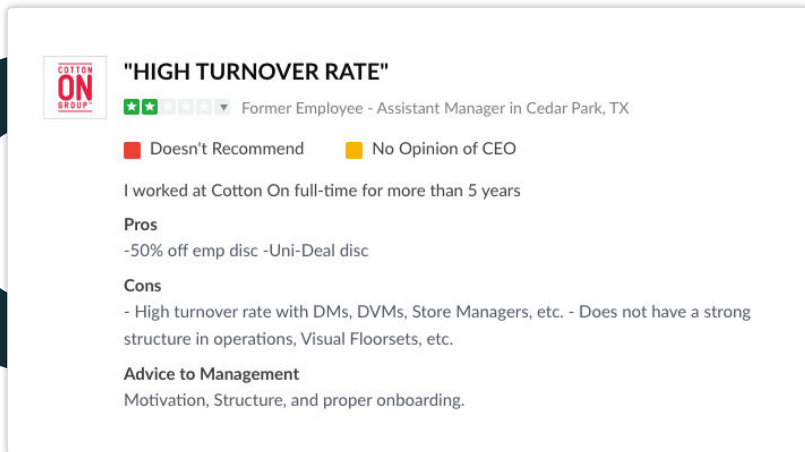
Turnover rates   **A$320.8 billion**   **A$9 billion + than 2017**

The top reasons these employees leave? Lack of career advancement, learning and development opportunities[2].

This negative Glassdoor review for COTTON ON highlights the opportunity for the employer to improve the onboarding process and implement more structure to address high turnover rates.

Image source

Organisations with a strong onboarding process increase new hire retention by 82 per cent[9]. When you increase retention, numerous other factors fall into place.

Plus, effective onboarding can kickstart positive relationships within your organisation. Whether it's with teammates, managers, mentors or someone else, onboarding provides a platform to build relationships. In fact, leadership quality makes an impact on retention too. Seventy per cent of workers identify effective management and leadership as one of the most important factors for retention[2].

Main reasons employees leave organisations

REASON	2015	2018
Lack of career progression/opportunities	48.3%	63.2%
Better pay elsewhere	34.7%	48.0%
New career opportunity	57.0%	44.0%
Poor relationship with supervisor/manager	27.1%	41.1%
Lack of training and development opportunities	10.5%	25.3%
Poor work/life balance	10.6%	17.2%
Personal circunstances e.g. health	23.8%	16.7%
Poor job design	-	13.8%
Permanently leaving the workforce	-	12.9%
Relocation of employee	15.8%	11.8%
Lack of employee voice in the organistion	7.3%	11.5%
Insufficient flexible work arrangements available	-	10.3%
Poor relationship with co-workers	4.9%	7.2%
Physical work environment	3.3%	6.6%
Other	13.5%	16.1%

Image source: Turnover and Retention Research Report, Australian HR Institute (2018)

Remember, turnover is an unnecessary expense: It costs anywhere from A$5,300–A$36,300 to replace an employee who works at A$12/hour[8]. With a minimum wage just shy of A$20/hour, Australian retailers can expect an even higher price tag to replace a team member.

What are the steps in onboarding?

There are several steps in employee onboarding, beginning even before and lasting well past their first day:

1. Preboarding

2. First day

3. First 30 days

4. First 60 days

5. First 90 days

1. Preboarding

Onboarding starts before day one. In fact, it begins the second your new hire has officially accepted your offer. 'Best-in-Class' companies are 53 per cent more likely than others to start the onboarding process prior to the first day[10].

We call this stage the preboarding process — everything you do to get your new team member situated before walking in the door for their first day. This sets expectations, allows new hires to adequately prepare, and instils comfortability and confidence as they know what's to come.

New hire paperwork

Compliance is important for every business, retail or not, and you can begin filling out required documents and forms before they enter your store. You'll need basic information, including name, address, date of birth, email and emergency contact. New for 2020, employers must provide new hires a copy of the Fair Work Information Statement, and it's also recommended to provide a copy of the awards documents.

A quick note on types of retail employees: In Australia, employees can be classified as full-time, part-time and casual. In the retail setting, these employees are typically casual workers. Full-time and part-time workers have a fixed-term contract and are scheduled consistently each week. Casual workers have a more flexible arrangement — instead they have no guaranteed working hours, may be scheduled irregularly, don't receive

paid leave, and can end employment without notice (unless otherwise agreed to in writing).

You'll also need to provide the following in the onboarding process for new employees:

- ▶ Employee contract and confidentiality agreement — you can use **templates from the Australian Fair Work Ombudsman**

- ▶ Bank account details (for direct deposit wages)

- ▶ **Tax file number (TFN) declaration form** (NAT 3092) — employers are required to give this to new hires and submit it to their super fund within 14 days of receiving it from the employee

- ▶ **Superannuation standard choice form** (NAT 13080) — **designate an employer nominated fund**, which is a default super fund for when an employee can't or doesn't choose their own

- ▶ A copy of their driver's license or photo identification

- ▶ Working visa (for non-Australian citizens)

You can also distribute, or make available:

- ▶ Official job title and description

- ▶ Employee handbook

- ▶ Code of conduct

- ▶ Store policies and procedures

- ▶ Information about your brand, products and customers

- ► Store and working hours

- ► Break schedules

- ► Benefits

- ► Health declaration outlining special medical requirements

- ► Holidays and leave

- ► Where to go on day one and who to ask for on arrival

- ► Dress code (or what to wear if they don't have a uniform yet)

- ► Keys, access card, code or whatever they need to enter the store

- ► Schedule or agenda for first day

- ► Store map

- ► Employee portal access

Important: This can be incredibly tedious, boring and uninspiring for your new hires. It's important to spell out why you need this paperwork, and how it benefits them specifically. For example, if they provide their banking information ahead of time they'll get their first paycheck more quickly.

Retailers can also automate these processes. In fact, businesses that do increase onboarding efficiency by 85 per cent. You can then centralise all the documents and onboarding materials for easy access by both managers and associates. Not to mention, a digital onboarding program ensures confidentiality. Workplace regulations company Employsure uses Flare HR's digital onboarding tools as an end-to-end employee onboarding process to track employees throughout their tenure.

Get to know your new hire

Ask new hires to fill out a questionnaire with some information about themselves, including where they're from, their interests and hobbies, and career aspirations. You can also conduct an

entrance interview on their first day. This information will serve as a base for many onboarding steps to come.

2. First day

The first day is important: this is where you make the first impression and set the stage for what's to come. But it's also important to resist giving new hires an information overload — this can be intimidating and, worse, ineffective.

Personalise the welcome

Remember: an engaged employee is a loyal, productive employee. If you make them feel welcome and valued as a person, rather than just a number, this will set the stage for a positive working relationship.

Maybe you have an announcement board in the breakroom. Use that to post about new hires and welcome them to the team. Make it interactive and allow other team members to post welcome messages to their new colleagues.

A common area is also a good place to keep important information like store layout, policies and more for new hires and experienced staff members alike.

The retail environment is more casual than a corporate office.

It's especially important to make sure the onboarding process is fun at different points in the process. This is also a great way to set the stage for the kind of culture your company has.

Retailer spotlight: Direct-to-consumer (DTC) brand Chubbies Shorts encourages new hires to get to know their products by raiding the warehouses themselves. This starts off the relationship on the right foot — they get free swag while learning about the product and how to find it[16].

Tour the store

On their first day working in the store (or warehouse), the first thing is to give new hires a tour of the space. Show them all entrances and fire exits, the breakroom, where to clock in and out, the POS station, bathrooms and important areas in the store. You'll also want to familiarise them with non-customer-facing space, like storage areas or on-site warehouses.

It's important that every staff member feels comfortable navigating the store. Even if helping customers isn't technically in their job description, they may be asked at some point to help a shopper locate a specific product. If they don't know where it is, or where to go to find out where it is, this can create an awkward and negative interaction for the customer.

As part of the tour, show them how to log into and use each tool.

Match up a mentor and a buddy

There's a key difference between a mentor and a buddy:

A **mentor** is in a superior role to the new hire, whereas a **buddy** is considered more of an equal.

Both play an important role in the onboarding process.

It's important to make new hires feel supported while also providing them the opportunity to learn new skills. Mentors and buddies are part of that support system. Employee onboarding without guidance can lead to a negative experience.

"Expect to be self taught"

Former Employee - Anonymous Employee

■ Doesn't Recommend   ■ Neutral Outlook   ■ No Opinion of CEO

I worked at uBreakiFix full-time

Pros
Relaxed back end environment unless there are lots of repairs to be done or customers that were not given proper expectations of their repair, then it can get hectic. Good co-workers.

Cons
Improper training. Training consist of looking up videos and learning yourself. There is a training regimen through the UBIF Portal, but it's no good. If you expect hands on learning with someone, you'll be disappointed. Co workers will help you a long the way, but as for one on one training, don't expect it and expect to be told to "google it."

Advice to Management
Set a proper training for onboarding new employees and also understand the repairs yourself.

[Image source](#)

This also facilitates skill development in your mentors and buddies, as they lead and teach new hires.

When assigning a mentor, find someone who has been in a similar position as your new hire, has great interpersonal skills and demonstrates leadership qualities. Buddies, on the other hand, should be of a similar experience or age as your new hire, possibly in the same role as them.

Retailer spotlight: Etsy, a global ecommerce platform for unique and handmade wares, has a new hire boot camp which gives staff a well-rounded picture of the company. Through this process, mentor and buddy relationships form organically.

'You come in, spend a week with the team who hired you and then spend the next four to six weeks out on rotation with other teams,' said CTO Kellan Elliott-McCrea. 'You get cross-trained on the organisation and you learn what we're doing … It also has some non-obvious benefits, including the development of some strong personal ties. People you boot camp with end up being part of your support network at Etsy.

What is retail orientation?

The retail orientation definition is when a new hire is introduced to the store, their team and their role.

What do you do at a job orientation? For some retailers, orientation happens as a group, where new hires for multiple locations receive an overview on the brand and products and later go to their respective store locations to get a deeper dive into the day to day. The retail orientation can refer to the entire onboarding experience as a whole.

3. First 30 days

The first month of employment marks a lot of milestones. New employees become more acquainted with the store, products and customers, and they gain confidence in their ability to fulfil their job responsibilities. It's important to remember that this is still a learning period, so be patient and supportive.

Encourage questions and initiative

After your new hire has had a chance to sift through and digest the information they've been given, it's important to create an environment where they feel comfortable asking questions and taking initiative.

Encourage questions: You've already matched up each new hire with a buddy, which is a great go-to person to ask questions. But buddies aren't always going to be in the store or on the sales floor, so new team members need alternatives for asking questions. Designate an individual as a new hire guide,

train managers on interpersonal skills, and remind new hires that all questions are more than welcome.

Encourage initiative: Offer positive reinforcement when you see a new hire take initiative and problem-solve. Ask them their opinions when facing a challenge, and trust them with more responsibilities as time goes by. Choose an area they're interested in and expose them to more of those duties.

Conduct official job training

One of the most laborious but also important parts of employee induction is the actual formal job training. This includes training on your company: What are your brand values? How did your

company start? What products do you sell? Who are your customers? What are the store policies? When are performance reviews, and how are they conducted? What is the pay process? What are the benefits, time off policies and other perks?

You also want to dig into role-specific training. If you want to know how to onboard a new sales rep, for example, you'll need to provide different training than that given to warehouse workers.

Some scenarios you might want to walk through include:

Sales associate:

▶ A customer asks for help choosing a gift.

▶ A shopper can't find the product they're looking for.

▶ Multiple customers need your help at one time, and there's no one else on the floor.

▶ The POS, barcode scanner or other crucial tech tool stops working.

▶ A customer wants to return an item but doesn't have the necessary receipt and tags.

Warehouse associate:

▶ You can't find an item for picking and packing, and there's no one else around to help you.

▶ The barcode scanner stops working.

▶ Physical counts don't match with counts in the inventory management software.

- You're running low on a popular item.

- When receiving, a packing slip doesn't match what's physically in the package.

Store manager:

- All of the associates on the schedule call out sick at the last minute.

- There's an altercation between a customer and an employee, and the customer is in the wrong.

- You're locked out of the store and can't get in to open.

- You suspect a customer is shoplifting.

Cashier:

- A customer asks to split the payment, half cash and half credit card.

- You don't have enough change to give back to a customer after a transaction.

- You think a customer is trying to pay with counterfeit money.

- The POS stops working, and there is a long line of customers waiting to pay for their purchase.

Set up regular check-ins

Every new hire should have regular check-ins with their manager throughout the onboarding process. This nurtures that interpersonal relationship over time. To create productive employees, retail managers need to facilitate two-way communication. Check-ins are a great way to do that.

It's important that retail managers use check-ins as actual check-ins and not a different kind of meeting. Keep it focused on the new hire, where they're at in the process, and where they need more support or skill development.

Include these five sessions in your retail employee onboarding process:

1. **Vision, mission, values and business model:** your vision, mission and values; how your organisation grows; how different store teams work together; and where new employees fit into the big picture.

2. **Store and product overview:** give a comprehensive overview of the store, warehouse and other necessary areas; describe the products you sell — including how they're sourced and manufactured, price points, merchandising guidelines and more.

3. **Team builder or ice breaker:** an exercise or experience that lets employees experience your culture or values or encourages staff to collaborate and learn about one another.

4. **Expectations, policies and procedures:** lay out workplace expectations and codes of conduct.

6. **A talk from leadership:** encourage leaders to make time for new hires — host a virtual leadership Q&A panel, create a video CEO address to new employees, and encourage leaders and managers alike to spark candid conversations with new employees.

4. First 60 days

At this point, new hires are feeling more confident and comfortable in their roles. They've started to develop necessary skills, build relationships with managers and peers, and have got to know the brand, store and products. Now it's time to go a little deeper.

Set near-term goals

New hires are now more familiar with your company and their place in it, so they can begin to think about goals. This sets expectations and gives them something to work towards, fueling motivation and providing an objective way to measure progress.

What kinds of goals are appropriate? Maybe it's hitting a sales quota, completing a specific retail training programme, or even something as simple as ringing up an entire transaction or performing store opening duties by themselves. It really depends on each new hire — that's where getting to know them comes into play during earlier stages of the onboarding process.

Continue to give and get feedback often

Remember those weekly check-ins? Retail managers need to continue to do that, but employers can (and should) also encourage two-way communication in other ways.

Here are a few ideas:

- ▶ Performance reviews
- ▶ Employee surveys
- ▶ One-on-ones
- ▶ Skip-level meetings
- ▶ Group meetings (town hall-style)
- ▶ Online forums

Whatever it is, it's important to allow a way for employees to provide feedback anonymously if they choose. And remember: never retaliate because of something negative they say about their employee experience.

5. First 90 days

In the final phase of employee onboarding, it's time to track goal progress, set new ones, and focus more on skill development and career paths. You want your new hires to see a future with your company.

Monitor goal progress and set new ones

Check in on the goals you set earlier. What has their progress been? If they've easily surpassed those goals, maybe it's time to aim higher. If meeting those goals has been a challenge or even impossible, investigate why. Do they need further skill development in a certain area? Are they in the correct role? Or maybe the goals were too lofty to be realistic.

After your goal analysis, set new ones. Adjust where needed. Be prepared to be flexible. It's also a good idea to touch on career paths with your company and what they need to achieve before they can move up to the next level.

Focus on career and skill development

During goal analysis, you should also be able to identify anything holding your new hire back from reaching their full potential in their role. Look to remove these challenges and roadblocks. Some challenges can be solved with a single conversation, whereas others might require on-the-job sales training, online training, or even a professional retail trainer.

It's also important to identify and focus on developing strengths. Managers should take note of their new hires' strengths and look for ways to build on those.

Tips for effective employee onboarding

- ► Always start with goals

- ► Map it out

- ► Know where you currently stand

- ► Make it easy

- ► Cut down on paperwork

- ► Foster interpersonal relationships

- ► Make sure you're compliant

- ► Optimise the onboarding experience

Always start with goals

Like most (if not all) things in business, you need to understand the why behind what you're doing for it to be most effective. Before you even create an induction process, understand what the overall business goals are, and then create onboarding goals to support those business goals. In retail, many companies use onboarding to help them reach employee retention and performance goals. Goals also set expectations and create a metric against which you can track progress.

Once you have these goals, identify how you'll measure success at different points along the onboarding journey. Share this information with trainers, managers, existing associates, new hires and other teammates who need to be aware of the onboarding process.

Map it out

Before you dive into the nitty-gritty of building out the onboarding process, map it out from a high level. Break it down into each of the phases — preboarding, first day, 30, 60 and 90 — and use the checklists below to ensure you cover the bases. It's important to take a strategic, high-level look at the entire process as a whole before you put the pieces together.

Know where you currently stand

If you're not sure where to start, consider taking note of the current state of your induction process. Use whatever analytics you have available — including retention rates — and ask your staff directly. You can conduct an anonymous survey or ask one-on-one for suggestions on improvements to your current processes. This will help you focus on the right areas, as you'll understand what you're doing right and where there's opportunity for improvement.

Make it easy

You don't want so many steps in the process that it's overwhelming, but you still need to cover enough material so new hires have a full understanding of your brand and their role. It's also important to remember that everyone learns differently, so you'll want to cater to different learning styles using a combination of the following:

- ► Written content
- ► Video
- ► Case studies
- ► Photos
- ► Customer reviews
- ► Role playing
- ► Peer reviews
- ► At-home
- ► In-person / in-store
- ► 1:1
- ► Group
- ► Shadowing
- ► External training
- ► Tests / quizzes
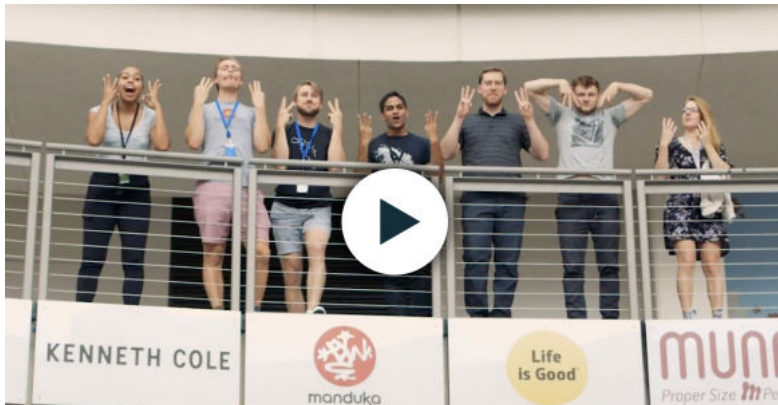
Cut down on paperwork

Retailers increase HR onboarding efficiency by an average of 85 per cent when they use Flare HR's free software to convert to a paperless onboarding process. Not to mention the cost savings associated with going paperless. Companies spend more than A$12 billion per year managing paper[11]. On average, organisations spend around A$30 to file a document, A$180 to find a misplaced document and A$333 to replace a lost document[11].

Foster interpersonal relationships

The **Harvard Study of Adult Development** found that close relationships are more impactful on human happiness than

money. When you create a community of retail workers with real bonds, this happiness will ultimately spill over into the business, creating a more engaged and effective workforce.

As retail employees, interpersonal social skills are a must — especially for the staff members out on the sales floor. Encouraging these day-to-day interactions among your team fosters information-sharing, social skill development and team bonding.

Make sure you're compliant

It's also extremely important for every business to stay in line with Australia's Fair Work Ombudsman laws, as well as any state laws. Familiarise yourself and your team with state labour laws so you can help your compliance and legal teams stay on top of everything.

One thing to keep in mind is wages and making sure you're not accidentally underpaying staff. The national minimum hourly wage is A$19.49, and casual employees covered by the national minimum wage also get at least a 25% casual loading. There are also modern awards, which include minimum wage and other terms and conditions for workers in specific industries, including retail.

There are significant changes to modern awards, effective 2020.

'For most awards, the biggest change is to the layout and the language. This will mean that your award should be simpler and easier to understand. The rules and entitlements in your

award probably won't change significantly.

The Commission has made changes to awards over the last few years. During this time, we've updated our website and tools and sent emails to subscribers about significant changes. So, most of the big changes are already in your current award[15].'

To be compliant, it's first important to know and understand the rules and ensure your team does the same.

Optimise the onboarding experience

1. Standardise and improve your process incrementally
2. Identify ways to scale and automate your process

Your work isn't finished once you've launched the new onboarding experience. There are always going to be ways to

improve it. First, standardise the process and then improve it incrementally. This will allow you to isolate which components have which impact.

Using a platform like Flare HR allows you to track the onboarding process to learn where you're doing well and where you have room for improvement. In fact, 'Best-in-Class' companies are 39 per cent more likely to measure employee engagement within onboarding[10].

Solicit feedback from recent new hires and long-term employees alike. Find out what new hires think of the process, and learn what other staff members feel needs to be improved to better prepare their teammates. Don't be afraid to test new ideas and, more importantly, their effectiveness.

This is also a good time to look for ways to scale and **automate your process**.

Retailer spotlight: best company onboarding examples

Find out how hundreds of Australia's top retail brands like JD Sports, Priceline and Aldi, use Flare to lead in HR operations. Flare is the only free HR software for medium and large businesses in Australia, offering all the HR essentials: paperless onboarding, exclusive benefits and discounts, and employee management.

Athletic apparel retailer **JD Sports** had a team of just three
HR employees managing a team of 2,000 workers. Manual
processes made them prone to errors. These pains grew
exponentially during busy shopping seasons, with a spike
in employee onboarding — and painstakingly slow manual
processes to go with it.

They migrated onboarding to Flare HR. Now, welcome emails
and onboarding documentation is sent with a single click. They
rely on Flare's centralisation and automation features to create
a more efficient and effective onboarding experience — and the
data to go with it.

▶   **Read More**

Douglas Chemist and Priceline Pharmacies, a group of retail
pharmacies that employ 600 people across 27 locations, used
to have an ineffective onboarding process. In fact, the process
often officially kicked off post-employment. Managers were
asked to create policies and had no idea where to start. Turnover
rate was as high as 40 per cent at some locations.

With Flare HR, Priceline reduced onboarding from two weeks to 24 hours — and as little as 30 minutes in some cases. Now, policies and procedures are centralised and accessible for all store locations.

▶ **Read More**

Supermarket chain ALDI has a robust **employee onboarding program for retail assistants**. They spell out everything on their website, so new hires know what to expect even before they apply for the job. In fact, ALDI's employee onboarding programme is so robust that it covers a staff member's entire first year on the job.

Over the years, the retail giant has earned accolades for their processes, including the Employer of Choice in the Australian Business Awards 2018. **Seventy-nine per cent of their employees** who hold a director level position or above have been promoted from within.

Retail employee onboarding checklists

1. Preboarding checklist
2. First day checklist
3. Onboarding documents checklist
4. Retail tools and technology training checklist
5. New hire payroll checklist
6. Retail employee policies and procedures checklist

Preboarding Checklist

- ☐ Send welcome email

- ☐ Provide dress code

- ☐ Give address, directions and information to access the building

- ☐ Share your store's, the manager's, and other necessary contact information

- ☐ Provide required documentation

    - ☐ Fair Work Information Statement
    - ☐ Employee contract and confidentiality agreement
    - ☐ Superannuation standard choice form (NAT 13080)
    - ☐ Tax file number (TFN) declaration form (NAT 3092)

First Day Checklist

- ☐ Acquire a copy of the new hires' driver's license or photo identification

- ☐ Set up email, profile and user accounts

- ☐ Greet the new hire with swag, welcome materials, etc.

- ☐ Introduce the new hire to the team, their manager, a buddy and a potential mentor

- ☐ Give a tour of the store, storeroom, warehouse, etc.

- ☐ Show them how to clock in and out

- ☐ Set up payroll

☐ Ensure required documentation is complete

Onboarding Documents Checklist

☐ **Fair Work Information Statement**

☐ **Awards documents**

☐ Employee contract and confidentiality agreement

☐ **Superannuation standard choice form (NAT 13080)**

☐ **Tax file number (TFN) declaration form (NAT 3092)**

☐ A copy of their driver's license or photo identification

☐ Bank account details (for direct deposit wages)

☐ Health declaration outlining special medical requirements

☐ Working visa (for non-Australian citizens)

Retail Tools and Technology Training Checklist

☐ Point-of-sale (POS)

☐ Customer relationship management (CRM) software

☐ Barcode scanner

☐ Scheduling tool

☐ Time and attendance software

    ☐ Deputy

    ☐ Tanda

    ☐ Time Target

☐ Learning management system

    ☐ Go

    ☐ E3 Learning

    ☐ Rapid Global

New Hire Payroll Checklist

☐ File payslips and documents

☐ Review pay practices

☐ Fulfil tax and superannuation obligations

☐ Ensure compliance with the Fair Work Ombudsman
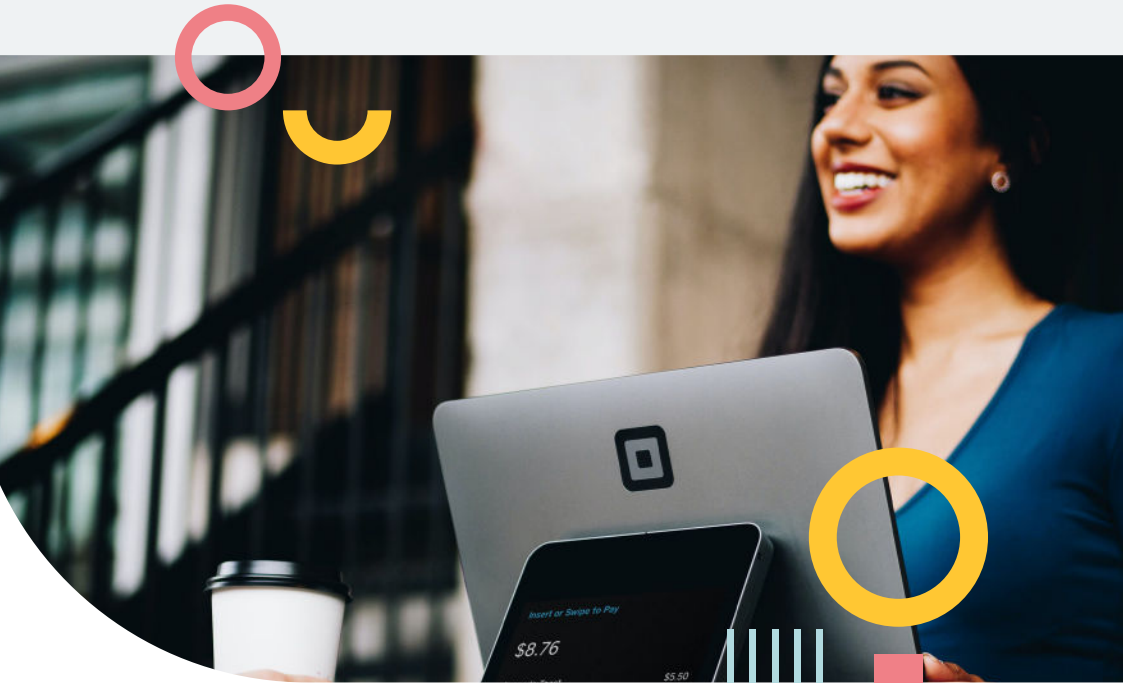
Retail Employee Policies and Procedures Checklist

☐ Welcome message

☐ Employee handbook

☐ Company mission, vision, values, history and background

☐ Code of conduct

☐ Non-discrimination policy

☐ Benefits overview

☐ Terms and conditions of employment

☐ Regulatory training and certificates

☐ Confidentiality

☐ Health and safety

☐ Leave policy

☐ Store, warehouse and workplace procedures

☐ Return policy

☐ Official job title, description and wage

☐ Employee discounts and perks

☐ Store hours

☐ Work hours

☐ Terminating employment

Retail employee onboarding templates

- ▶ Retail employee onboarding checklist template
- ▶ Preboarding email template
- ▶ First day email template
- ▶ New hire announcement email template
- ▶ Employee feedback template

Preboarding Email Template

Hi **[first name],**

We're very excited that you're joining [company name]! On your first day at **[company name]:**

- ► Arrival time. We'll see you at [time / date / exact meeting location]. If you're driving in, here are helpful parking instructions for you [insert helpful parking and entrance instructions].

- ► Meet the team. You will be introduced to your manager and team, receive an office tour and [include other first day highlights].

- ► Documents. If you haven't yet completed your onboarding documents, please complete them here: [share link or attach documents] by the end of your first day, so that we can get those out of the way.

- ► The team is really looking forward to meeting you! If you have any questions or concerns, don't hesitate to reach out.

Cheers,

[Name of sender]

Employee Feedback Template

Team,

Thanks so much for your continued commitment to [company name]. To improve your experience, we'd love to hear what you think of the onboarding process.

Will you do us a favour and take this survey to share your thoughts? It's completely anonymous.

[link to survey]

Can't wait to hear your thoughts. Thanks for helping us continue to do better!

[name of sender]
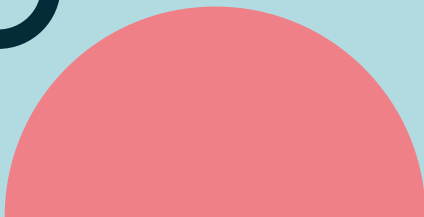
Getting started with your retail employee onboarding process

Building an effective retail onboarding program requires an employee-centric approach. But when built and implemented thoughtfully, retailers can use the onboarding process to reduce turnover, a costly challenge many retailers face in Australia.

In the end, the ROI speaks for itself. Effective retail employee onboarding requires a goal-driven approach with phases for preboarding, the first day, and the first 30, 60 and 90 days. The most successful retailers know that onboarding optimisation never stops.

Flare is the only free HR software for medium and large businesses in Australia, offering paperless onboarding, exclusive benefits and discounts, and employee management.

If you want to pave the way for better HR operations and move away from manual HR admin, try Flare.

Get a free demo

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