Employee Training Manual Template

Most small-business training manuals are either a 60-page binder nobody reads or nothing at all. This template helps owners of cafés, restaurants, shops, salons and cleaning companies put together the middle option: a short manual that covers how you work, plus a set of task procedures staff can open on their phone. Build it once, then update one section at a time as things change.

What you'll need

- A list of every task in the role
- Your house rules (breaks, phones, uniform)
- Photos of key equipment and stations

Steps

01 **Write a one-paragraph welcome that says what the business does and who it's for.**

Keep it human. New staff want to know what a good day looks like here, not your mission statement.

02 **List the house rules on one page.**

Start times, breaks, phones on shift, uniform, staff food and drinks, swapping shifts and calling in sick.

03 **Add who to contact for what, with names and phone numbers.**

Schedule questions, pay questions, broken equipment, emergencies.

04 **Write out the safety basics for your workplace.**

Emergency exits, the first aid kit, how to report an injury, chemicals and hot or sharp equipment. Follow the rules where you operate.

> **Watch out:** Keep safety separate and at the front, not buried inside a task procedure.

05 **List every task in the role, grouped by when it happens.**

Opening, during the shift, closing, weekly and occasional. This list becomes the manual's table of contents.

06 **Write a step-by-step procedure for each task on the list.**

One task per procedure, one action per step. Start with the tasks that cause the most mistakes.

07 **Add a photo to every step where seeing helps.**

Settings, finished results, where things are stored.

08 **Describe your customer service standard in five lines or fewer.**

How to greet, how to handle a wait, how to apologize, when to call a manager.

09 **Add a first-week plan that says which sections to learn on which day.**

A manual without a plan gets read once, on day one, and forgotten.

10 **Add a sign-off list so trainers can mark each task as learned.**

Date, trainer and the new hire's initials or confirmation.

11 **Put a review date and an owner on the front page.**

Whoever owns the manual updates it when equipment, products or the menu change.

How to adapt it

- Keep the manual short and the procedures detailed. Nobody reads policy, but everyone looks up how to do a task.
- Use the words your team uses on shift, not formal job titles.
- Ask your newest hire what was missing from their training, and add it.
- Split it by role if front and back of house do very different work.