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New Hire First Week Training Plan

A plan for the first five shifts of someone new, written for small hands-on teams where the owner or a shift lead does the training between customers. Each day has one focus, so the new person isn't trying to learn the register, the machine and the closing routine all at once. Use it for front-of-house, kitchen, cleaning or retail roles, and swap in your own procedures for each day.

What you'll need

- The new hire's shift times for the week
- A named trainer for each shift
- The 5 to 10 procedures for their role

Steps

01 **Day 1: Start with a welcome tour and the safety basics.**

Keep the first hour for the tour, introductions and safety. Then let them watch a calm part of the shift.

02 **Day 1: Teach one simple task they can finish alone by the end of the shift.**

Restocking, wiping down a station, folding towels. A small win on day one matters.

03 **Day 2: Teach the main task of their role with the procedure open.**

Show it once, then let them do it while you watch. They can read the steps on their phone as they go.

04 **Day 2: Have them repeat the main task at least three times.**

Three times on the same day sticks far better than once a day for three days.

05 **Day 3: Add the opening or closing routine.**

Pair them with whoever runs it best. Opening is usually easier to learn first.

> **Watch out:** Don't leave them alone to close or lock up in the first week.

06 **Day 3: Show them how to answer the most common customer questions.**

Write the top three questions down for them, with good answers.

07 **Day 4: Let them run their main task alone, with a trainer nearby.**

Step in only if something is about to go wrong. Talk about it afterward, not mid-task.

08 **Day 4: Teach one task they'll only need once in a while.**

Taking a delivery, changing a CO2 tank, handling a refund. Show where the procedure lives so they can look it up later.

09 **Day 5: Watch them work a full shift without prompting.**

Note what they forgot or hesitated on. That's next week's training list.

10 **Day 5: Sign off the tasks they can now do alone.**

Mark each one as done so other managers know what they can be scheduled for.

11 **Day 5: Hold a 10-minute review and set goals for week two.**

Ask what helped, what was too fast and what they'd like more time on.

How to adapt it

- If their first week includes a weekend rush, move the hardest task to a quieter day.
- Send them the procedures before day one so they can read ahead if they want.
- One trainer per day keeps the instructions consistent.
- For kitchen roles, put safety and knife work before speed.