**USER/STAFF TRAINING PLAN**

**Every new staff member will need to be trained in the appropriate manner –**

* **Give the new staff member a formal tour of the workplace and ensure that he/she knows where to find or receive all tools needed to do the job accordingly**
* **Ensure the new staff member knows how the phone system works**
* **Get the new staff member accommodated with the emailing system**
* **Review procedures with staff member for using email**
* **Go over the tech checklist**
* **Show staff member what duties need to be completed, both at beginning and end of shift.**
* **Teach new staff member how the ticketing system works**
* **The new staff member assigned to you should “shadow” a current tech for at least twenty working hours.**
* **The new staff member shall be “shadowed” by its trainer for twenty working hours.**
* **Have new staff member study the manual for procedures.**
* **The staff member will be tested on work procedures to ensure that he/she is familiar with the businesses goals and scope of work.**