# New Employee Onboarding & Training Manual

**Company:** Demo Business Solutions

**Document Version:** 3.5

**Last Updated:** January 2025

## Overview

This comprehensive manual guides new employees through their first 90 days, covering company culture, job training, performance expectations, and career development opportunities.

## Welcome to Demo Business Solutions

### Our Company Mission

Demo Business Solutions is committed to providing exceptional service to our clients while fostering a supportive, inclusive workplace where every team member can thrive and grow professionally.

### Core Values

- **Integrity:** We do the right thing, even when no one is watching
- **Excellence:** We strive to exceed expectations in everything we do
- **Teamwork:** We succeed together and support each other
- **Innovation:** We embrace change and continuously improve
- **Customer Focus:** Our clients' success is our success

### Company History & Culture

Founded in 2010, Demo Business Solutions has grown from a small startup to a leading provider in our industry. We maintain our entrepreneurial spirit while building systems and processes that ensure consistent, high-quality service delivery.

## First Day Orientation

### Before You Arrive

- **Review this manual** thoroughly
- **Prepare questions** about your role and the company
- **Dress professionally** according to company dress code
- **Arrive 15 minutes early** for your first day
- **Bring required documents** (ID, tax forms, etc.)

## First Day Schedule

### Hour 1: Welcome & Setup (9:00 AM - 10:00 AM)

- **Meet your supervisor** and get welcome packet
- **Complete HR paperwork** (I-9, W-4, benefits enrollment)
- **Receive employee handbook** and review key policies
- **Get ID badge, keys,** and access cards
- **Set up workspace** and receive equipment

### Hour 2: IT Setup (10:00 AM - 11:00 AM)

- **Computer and login credentials** setup
- **Email account** creation and setup
- **Software installation** and training
- **Password policies** and security training
- **Phone system** setup and voicemail

### Hour 3: Facility Tour (11:00 AM - 12:00 PM)

- **Department introductions** and team meetings
- **Facility layout** including emergency exits
- **Break rooms, restrooms,** and common areas
- **Parking information** and building security
- **Safety equipment** locations and procedures

### Afternoon: Department Integration

- **Meet your team members** and key contacts
- **Review job description** and initial assignments
- **Shadow experienced employee** for remainder of day
- **Begin basic job training** appropriate to your role
- **Schedule follow-up meetings** for week one

## First Week Goals

- **Complete all required training modules**
- **Learn basic job functions** with supervision

- **Understand company policies** and procedures

- **Build relationships** with team members

- **Ask questions** and seek clarification as needed

## Job Training Program

### Training Philosophy

We believe in hands-on learning combined with structured guidance. You'll work alongside experienced team members while completing formal training modules designed to build your skills progressively.

### Week 1: Foundation Training

**Company Fundamentals**

- **Mission, vision, and values** deep dive

- **Organizational structure** and reporting relationships

- **Company policies** and employee handbook review

- **Benefits overview** and enrollment completion

- **Payroll procedures** and time tracking systems

**Safety Training**

- **Workplace safety orientation** (required for all employees)

- **Emergency procedures** and evacuation routes

- **First aid basics** and incident reporting

- **Personal protective equipment** (if applicable)

- **Security procedures** and access protocols

**Communication Systems**

- **Email etiquette** and company communication standards

- **Phone system training** including transfers and voicemail

- **Internal messaging systems** and collaboration tools

- **Meeting etiquette** and scheduling procedures

- **Customer communication** standards and scripts

### Week 2-3: Role-Specific Training

**Job Function Basics**

- **Primary responsibilities** and daily tasks

- **Quality standards** and performance expectations

- **Tools and equipment** specific to your role

- **Standard operating procedures** for your department

- **Customer service standards** (if customer-facing role)

### System Training

- **Software applications** used in your role

- **Database access** and data entry procedures

- **Reporting systems** and required documentation

- **File management** and document storage

- **Backup procedures** and data security

### Hands-On Practice

- **Shadow training** with experienced employees

- **Supervised practice** of key job functions

- **Gradual increase** in responsibility and independence

- **Regular check-ins** with supervisor

- **Skills assessment** and feedback sessions

## Week 4: Independence and Integration

### Increased Responsibility

- **Independent task completion** with available support

- **Quality checks** and performance monitoring

- **Problem-solving opportunities** with guidance

- **Cross-training** in related functions

- **Special project participation** when appropriate

### Team Integration

- **Active participation** in team meetings

- **Collaboration** on group projects

- **Mentorship relationship** establishment

- **Feedback sessions** with team members
- **Social integration** activities and team building

# Performance Expectations

## 30-Day Review Goals

### Knowledge and Skills

- **Demonstrate understanding** of company policies
- **Complete basic job functions** with minimal supervision
- **Show proficiency** in required software/systems
- **Follow safety procedures** consistently
- **Communicate effectively** with team members

### Performance Metrics

- **Attendance:** Consistent and punctual attendance
- **Quality:** Work meets established standards
- **Productivity:** Completing assigned tasks timely
- **Teamwork:** Positive interactions with colleagues
- **Learning:** Asking questions and seeking improvement

## 60-Day Review Goals

### Skill Development

- **Increased independence** in daily responsibilities
- **Problem-solving abilities** for routine issues
- **Quality consistency** in work output
- **Time management** and prioritization skills
- **Customer service excellence** (if applicable)

### Professional Growth

- **Initiative taking** in identifying improvements
- **Knowledge sharing** with other team members
- **Participation** in training opportunities
- **Goal setting** for continued development

- **Feedback incorporation** and performance improvement

## 90-Day Review Goals

### Full Integration

- **Complete independence** in core job functions

- **Mentoring capability** for newer employees

- **Process improvement** suggestions and implementation

- **Leadership potential** demonstration

- **Career path discussion** and planning

# Training Resources and Support

## Internal Resources

### Human Resources Department

- **Policy questions** and clarification

- **Benefits administration** and changes

- **Conflict resolution** and mediation

- **Career development** planning

- **Training opportunities** and continuing education

### IT Support

- **Technical issues** and troubleshooting

- **Software training** and updates

- **Security questions** and password resets

- **Equipment requests** and replacements

- **System access** and permissions

### Supervisor Support

- **Daily guidance** and task assignment

- **Performance feedback** and coaching

- **Goal setting** and career discussions

- **Problem solving** and decision making

- **Resource allocation** and priority setting

## External Training Opportunities

### Professional Development

- **Industry conferences** and workshops
- **Online training platforms** and certifications
- **Professional association** memberships
- **Continuing education** reimbursement programs
- **Skills training** relevant to role advancement

### Career Advancement

- **Internal promotion** opportunities
- **Cross-departmental** experience programs
- **Leadership development** training
- **Mentorship programs** with senior staff
- **Succession planning** participation

# Common New Employee Questions

## Payroll and Benefits

**Q: When do I get paid?** A: Payroll is processed bi-weekly on Fridays. Your first paycheck will be delayed by one pay period due to processing schedules.

**Q: When do my benefits start?** A: Health insurance and other benefits begin on the first day of the month following your start date (e.g., start January 15th, benefits begin February 1st).

**Q: How do I request time off?** A: Submit PTO requests through the employee portal at least 48 hours in advance for short absences, longer for extended time off.

**Q: What if I'm going to be late or absent?** A: Call your supervisor directly as soon as possible. Don't rely on text messages or emails for same-day notifications.

## Work Environment

**Q: What's the dress code?** A: Business casual is standard. Fridays allow jeans in good condition. Avoid shorts, flip-flops, or overly casual attire.

**Q: Can I work from home?** A: Remote work policies vary by position. Discuss options with your supervisor after your 90-day review period.

**Q: How do I get supplies I need?** A: Submit supply requests through your supervisor or the office manager. Emergency supplies are available in the supply closet.

**Q: What if I make a mistake?** A: Report mistakes immediately to your supervisor. We value honesty and use mistakes as learning opportunities.

## Career Development

**Q: How do performance reviews work?** A: Formal reviews occur at 30, 60, and 90 days for new employees, then annually. Informal feedback happens regularly.

**Q: Are there opportunities for advancement?** A: Yes! We prioritize internal promotions and provide training to help employees advance their careers.

**Q: Can I change departments?** A: Internal transfers are possible after one year in your current role, subject to business needs and performance.

**Q: What training is available?** A: We offer both required training (safety, compliance) and optional professional development opportunities.

## Daily Operations

**Q: How do I use the phone system?** A: Basic training is provided on day one. Reference cards are available at each workstation for common functions.

**Q: What if a customer has a complaint?** A: Follow the customer service procedures outlined in your training. Escalate to a supervisor if you cannot resolve the issue.

**Q: How do I report a safety concern?** A: Report immediately to your supervisor or HR. Safety is our top priority and all concerns are taken seriously.

**Q: What if I don't understand something?** A: Ask questions! Your supervisor, trainer, and colleagues are here to help. No question is too small.

## 90-Day Success Plan

### Week 1-2: Foundation Building

- **Complete all required training** modules
- **Establish daily routines** and work habits
- **Build relationships** with immediate team
- **Learn basic job functions** with support
- **Understand company culture** and expectations

## Week 3-6: Skill Development

- **Increase independence** in daily tasks

- **Practice problem-solving** with guidance

- **Expand knowledge** of company processes

- **Improve efficiency** and accuracy

- **Begin cross-training** in related functions

## Week 7-12: Integration and Growth

- **Take on additional responsibilities**

- **Contribute to team projects**

- **Identify improvement opportunities**

- **Mentor newer employees** (if applicable)

- **Plan career development** goals

## Success Metrics

- **Attendance:** 95% or better

- **Quality:** Consistently meets standards

- **Learning:** Completes all training on time

- **Teamwork:** Positive peer feedback

- **Initiative:** Demonstrates proactive approach

# Resources and Contact Information

## Key Contacts

- **Direct Supervisor:** [Name and Extension]

- **HR Department:** ext. 101 | hr@demobusiness.com

- **IT Support:** ext. 102 | support@demobusiness.com

- **Office Manager:** ext. 103 | office@demobusiness.com

- **Emergency Contact:** 911 (external) | ext. 911 (internal)

## Important Documents

- **Employee Handbook** (provided on first day)

- **Benefits Guide** (available on company intranet)

- **Safety Manual** (department-specific versions available)

- **IT Security Policy** (reviewed during orientation)

- **Emergency Procedures** (posted throughout facility)

## Online Resources

- **Company Intranet:** [URL] (login credentials provided)

- **Training Portal:** [URL] (access granted after orientation)

- **Benefits Portal:** [URL] (enrollment during first week)

- **Time Tracking System:** [URL] (training provided day one)

- **Employee Directory:** Available on company intranet

---

*Welcome to the team! We're excited to have you join Demo Business Solutions and look forward to supporting your success and growth with our company.*