

## Onboarding Mastery



### Looking to fast track your team's success?

Our tailored onboarding workshops equip your team with the skills and confidence to develop an enticing onboarding programme.

Focusing on communication, team collaboration and guest satisfaction, we ensure your programme is ready to make an impact.

Curious to learn more?

Let's connect and explore how these workshops can elevate your onboarding process and set your team up for long-term success.

## **Onboarding by Hospitality Mastery®**

**'A great onboarding (day) keeps turnover away'**

Did you know that 30% of employees who do not receive proper onboarding and guidance at the start of their new job leave the company within 180 days? This can cost you a fortune in recruitment, training and support for these new hires. Such a waste of time, resources and money!

A solid and engaging onboarding programme can significantly increase your employee retention, reduce cost and has many more benefits. It is so much more than a few induction days. We have already assisted many businesses with setting this up with great results to match.

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# Benefits of Onboarding



## **Productivity**

Employees who receive proper onboarding can perform their tasks more effectively and efficiently, leading to higher productivity from day one.



## **Engagement**

A good onboarding process helps new employees feel valued and engaged, resulting in higher job satisfaction and motivation.



## **Cultural integration**

New employees who receive effective onboarding better understand the company's values and culture, making it easier for them to adapt and develop a strong connection with the team.



## **Recruitment costs**

By improving employee retention, you save on the costs of recruiting and training new employees.



## **Stress levels**

A structured onboarding process reduces stress for new employees and their colleagues in the team, allowing them to feel comfortable faster and focus on their work.



### **Knowledge transfer & networking**

An effective onboarding programme encourages networking and facilitates knowledge transfer, which is essential for collaboration within teams.



### **Guest satisfaction**

Satisfied employees contribute to better service for guests, resulting in higher satisfaction ratings and loyalty.



### **Skills retention**

New employees have a better understanding of their roles and responsibilities, leading to improved retention of skills and knowledge.



### **Work relationships**

A well-structured onboarding programme helps build long-lasting relationships between employees as a team as well as with their supervisors, strengthening the overall work culture.



### **Expectations**

Onboarding helps set clear expectations regarding performance and goals, enabling employees to prepare and perform better.



### **Innovation**

New employees who feel welcomed and engaged are more likely to share ideas and feedback, leading to innovation and improvements in processes.

## **How does it work?**

Hospitality Mastery® offers a customised onboarding programme. You can choose from the options below or a combination of them:

### **Onboarding Masterclass for HR team and/or managers**

Learn how to develop and implement an effective onboarding process to ensure new employees get off to a great start.

### **'Design the Day' with HR**

Together with HR, we create an ideal 'first day at work' for new employees, including an enticing company introduction day plus a checklist for a smooth start.

### **Department introduction**

Ensure a good introduction for new employees within their departments and by their managers, helping them feel at home quickly.

### **Company onboarding kick-off**

Start your onboarding process with a well-organised first day, where new employees receive the right support.

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# Offboarding

**'The opportunity to turn ex-employees into lifelong ambassadors'**

A great and smooth offboarding process is just as important as a thorough onboarding one.

Hospitality Mastery® provides guidance on the offboarding process, ensuring employees leave on a positive note and give valuable insights before they do.

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## ROI & Investment

With our onboarding programme, Hospitality Mastery® ensures that your new employees are quickly and successfully integrated into your organisation, leading to higher retention, lower costs and a positive impact on your company culture.

Please get in touch to book a discovery meeting on how we can assist in designing a tailor made programme for you.

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[hospitalitymastery.com](https://hospitalitymastery.com)



**Let's shift gears to the highest level!**

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