

ORIENTATION

Set enough time aside to make your new hire feel welcome and appreciated. Knowing a plan is in the works means empowerment and that success can be achieved. Make it fun! Create a motivating atmosphere that challenges the creative soul.

Week One

- Meet your team
- Complete all forms required
- Tour the flower shop
- Review responsibility list
- Receive Employee Manual
- Company history
- Review marketing materials
- Review pay rate, when raises are awarded and evaluations are performed
- Review Policy and Procedure Manual
- Schedule four week review

Week Two

- Understand the brand, image, culture and style of the shop
- FTD training to send and receive orders
- Review Price Guide
- Learn POS system
- Train in house sales
- Train phone sales
- Review website
- Learn delivery details

Week Three

- Establish goals for design/sales
- Review week one and two – establish areas that need review
- Review all standard operating procedures
- Offer reminders and sources for more information such as the Price Guide Polices and Employee Manuals

Week Four

- Review Performance
- Plan future goals
- Ask for input and ideas

“Continuous learning drives everyone to find a better way, every day. It’s not expensive; it’s an investment in continuous renewal.” -Jack Welch