

ORIENTATION FORM

NEW EMPLOYEE ORIENTATION CHECKLIST

Employee Name _____ Hire Date _____ Start Date _____

I have been informed and instructed in the following areas:		EMPLOYEE'S INITIAL	
SUBJECT MATTER		YES	NO
1	Formal Job Description		
2	Compensation, pay days		
3	Safety Program		
4	Reporting of Injuries		
5	Dress Code and Personal Grooming		
6	General Company Policies		
7	Parking at Company Office and Client's Homes		
8	Work Assignment Scheduling		
9	Attendance		
10	On-duty conduct regarding: smoking, personal conversation		
11	Equipment usage		
12	Proper use of cleaning products / MSDS sheets		
13	Use of Company and Client Telephones		
14	Personal use of Company and Client Property		
15	Employee Deficiency Notices		
16	Performance Review Policies		
17	Time Off and Leave of Absence Policies		
18	Resignation / Termination		
19	Employee Incentive Programs		

EMPLOYEE ACKNOWLEDGMENT

I hereby certify that I have been informed and instructed on the policies and procedures of the company's written Safety Program, and that I have received a copy of the Team Member Handbook. I also understand that I am to immediately report any incidents of near miss accidents or actual injuries to my supervisor.

I have also reviewed copies of Material Safety Data Sheets (MSDS) for each chemical cleaning product which I may use in connection with my job with the company.

I have been instructed in the safe use of the vacuum cleaners I will be using on my job, and in the safe use and storage of all cleaning tools and equipment.

I understand use of ladders on the job is discouraged; that I am not to lean over balconies or out windows.

I have reviewed the following posters displayed at the company's offices:

FEDERALLY REQUIRED POSTERS AND NOTICES

- Equal Opportunity Poster
- Federal Minimum Wage Poster
- Occupational Safety & Health Act
- Employee Polygraph Poster

Employee's Signature _____

Date _____

PERFORMANCE REVIEW

Employee's Name _____ Date _____ 2 Weeks 3 Months Annual Other

PROFESSIONAL CRITERIA		BELOW JOB REQUIREMENTS Performance was below in one or more important areas and immediate improvement is required	ACHIEVE JOB REQUIREMENTS Performance met job requirements in all important areas with extra effort evident in one or more areas	EXCEEDED JOB REQUIREMENTS Performance exceeded requirements of the job in several areas Performance exceeded requirements of the job in all major areas beyond job requirements		INSERT SCORE
Score for QUALITY professional criteria		0	1	3	5	(0-5)
QUALITY	The thoroughness of the work. Consider level of complaints from both clients & team members.	Inferior work. Responsible for client and/or complaints from team members.	Meets quality control standards. Responsible for very few client/team member complaints.	Consistently high-quality standards. Generates customer compliments.	Highest level of quality of work. Generates frequent highly positive compliments. Has knowledge to train other employees.	
Score for QUALITY professional criteria		0	1	2	3	(0-3)
PRODUCTIVITY	Consider overall efficiency in which the employee gets the job done over long periods of time & their hourly output.	Works at an extremely slow pace. Inhibits team's hourly frequency.	Works at a steady pace. Carries own weight with team's efficiency.	Works fast. Has learned to be very efficient and effective. Tends to carry team by example.	Outstanding performer. Extremely high hourly efficiency ratio. Above average daily output.	
COOPERATION	Ability to cohesively work with fellow team members, supervisors, office personnel, and clients	Frequently irritable or hostile with other team members and/or clients. Unacceptable attitude and behavior	Generally cooperative. Usually accepts suggestions & direction graciously. Acceptable relations with fellow team members and clients.	Very cooperative. Excellent "team player". Considerate of others & can be counted on to help out when needed.	ALWAYS works well with others. Has above average insight to team & client relations. Wants to help others.	
DEPENDABILITY	Consider availability to perform work such as arriving on time along with attendance record.	Frequently undependable. Fails to complete routine task. Frequent lateness or absences.	Dependable. Can be relied on to satisfactory complete assigned tasks. Occasionally absent or tardy. Reports absence with advance notice.	Very dependable/persistent even under difficult circumstances. Needs little supervision. Seldom absent or tardy & gives plenty of notice.	Highly motivated & trustworthy. Perform at highest level without supervision. Excellent attendance record. Always show up on time.	
ORDERLINESS	Organizational skills. Ability to maintain equipment & paperwork, follow procedures and daily routines.	Disorganization tends to result in a high degree of lost time and inefficiency	Is sufficiently organized to efficiently perform the job and not result in lost time for the team.	Highly organized and efficient worker.	Exceptionally organized in carrying out job responsibilities. Fantastic example to other employees.	
INITIATIVE	The degree the employee is a self-starter, ability to work with minimum supervision, takes initiative in improving job skills.	Shows little initiative. Never volunteers. Must constantly be told to do everything.	Shows initiative in solving non-routine job-related issues.	Wants to master all facets of the job. Takes initiative to perform at peak efficiency. Self-starter.	Goes above & beyond what is asked or expected in order to build client satisfaction and trust.	
TOTAL POINTS						

RATING DETERMINATION:

Exceeded job requirements in all major areas 18-20	Exceeded job requirements in several important areas 12-17	Achieved job requirements 6-11	Below job requirements 0-5
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TRAINING EVALUATION

Trainer _____

Employee Name _____

Start Date _____

Review Date _____

SECTION A: TECHNICAL HABITS	RATING	SCORE	SECTION B: BEHAVIORAL HABITS	RATING	SCORE															
1. Adherence to "Top to Bottom, Back to Front, Left to Right"			1. Dependability <i>"Early, rather than late."</i>																	
2. Always wears the apron and keeps it properly equipped			2. Reliability <i>"Ready to go, not a No Show."</i>																	
3. Glass Cleaner Spray Bottle in Left Apron Loop - All Purpose Cleaner in the Right Apron Loop			3. Disposition <i>"Sunny and bright, not moody and trite."</i>																	
4. Never leaves spray bottles or tools on the counter; always places them back in the apron			4. Responsible <i>"Careful, thoughtful and thorough."</i>																	
5. "One Trip Around the Room" "Don't Retrace Your Steps"			5. Integrity <i>"Stealing even a Coke is a big 'nope'."</i>																	
6. "Work Smarter - Not Harder"			6. Caring <i>"About work habits, job, team members, clients & self."</i>																	
7. "Work Safely - Avoid Accidents"			7. Quality Conscious <i>"About doing the right thing, and doing the thing right."</i>																	
8. Think EFFICIENCY - Not Speed Work EFFICIENTLY - Not Faster			8. Pride of Work <i>"About being the very best at the job, no matter what the job."</i>																	
TECHNICAL HABITS TOTAL SCORE			9. Good Team Player <i>"Understands that teamwork is key to efficiency & effectiveness."</i>																	
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Current Status</td> <td style="width: 20%;">Symbol</td> <td style="width: 10%;">Number</td> </tr> <tr> <td>Mastered Habit</td> <td style="text-align: center;">+</td> <td style="text-align: center;">+5</td> </tr> <tr> <td>Satisfactory Habit</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">+2</td> </tr> <tr> <td>Needs Improvement</td> <td style="text-align: center;">--</td> <td style="text-align: center;">-5</td> </tr> <tr> <td>Unsatisfactory Habit</td> <td style="text-align: center;">X</td> <td style="text-align: center;">-10</td> </tr> </table>			Current Status	Symbol	Number	Mastered Habit	+	+5	Satisfactory Habit	✓	+2	Needs Improvement	--	-5	Unsatisfactory Habit	X	-10	10. Dedicated <i>"Always ready, willing and able to go the extra mile."</i>		
Current Status	Symbol	Number																		
Mastered Habit	+	+5																		
Satisfactory Habit	✓	+2																		
Needs Improvement	--	-5																		
Unsatisfactory Habit	X	-10																		
			BEHAVIORAL HABITS TOTAL SCORE																	

Perfect Score on Technical Habits = 40
 Good Score on Technical Habits = 28+
 Min Acceptable Technical Habits Score = 16

Perfect Score on Behavioral Habits = 50
 Good Score on Behavioral Habits = 35+
 Minimum Acceptable Behavioral Habits Score = 20

Meaning of +, ✓, --, X signs as follows:

MASTERED = + SATISFACTORY = ✓
 NEEDS IMPROVEMENT = -- UNSATISFACTORY = X

SUBJECT MATTER Rating Score**SECTION C - VACUUM CLEANER USE, CARE AND MAINTENANCE**

The vacuum cleaner and its tools
Proper carrying and vehicle storage/transportation procedures
Bag removal and replacement procedures
Checking for maximum continuous suction
Avoiding accidents with the vacuum
Minimizing wear and tear
Preventative maintenance procedures
Troubleshooting and repair

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION C: Perfect = 40 Good = 28+ Minimal = 16 (with no "X's")

SECTION C COMMENTS:

SECTION D - CLEANING PRODUCTS

The chemical cleaning products we use
Chemical products we avoid using, or use sparingly
Understanding the MSDS sheets
Proper dilution and mixing of concentrated products
Products which are used undiluted/straight from the container
The purpose and use of each product

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION D: Perfect = 30 Good = 21+ Minimal = 12 (with no "X's")

SECTION D COMMENTS:

SECTION E - TOOLS & EQUIPMENT

Organization and use of the cleaning apron
Organization and use of tray caddies
Gloves - when to use them
Back brace & Knee pads - when to use them
Proper dusting techniques
Efficient use and care of professional tools, equipment and supplies

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION E: Perfect = 30 Good = 21+ Minimal = 12 (with no "X's")

SECTION E COMMENTS:

SUBJECT MATTER Rating Score

SECTION F - CLEANING THE BATHROOM

- Sink
- Tub
- Toilet
- Shower walls
- Shower doors (inside and out) and runners
- Mirrors
- Vanity/medicine cabinets
- Floors

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION F: Perfect = 40 Good = 28 + Minimal = 16 (with no "X's")

SECTION F COMMENTS:

SECTION G - THE KITCHEN

- Cupboards, counter tops and fingerprints
- Sink and counter top problems
- Refrigerator (inside and outside)
- Stove top and front
- Toaster, toaster oven, can opener, microwave, etc.
- The floor

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION G: Perfect = 30 Good = 21 + Minimal = 12 (with no "X's")

SECTION G COMMENTS:

SECTION H - DUSTING, POLISHING AND VACUUMING

- Managing cleaning cloths
- Cobwebs, fingerprints, dust rings and wall marks
- Pictures, window glass and mirrors
- Polishing/dusting tables Book shelves, wall units, and cabinets
- TV, VCR, stereo and computer equipment
- Drapes, window frames and mini-blinds
- Vacuuming floors, furniture, stairs and throw rugs

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION H: Perfect = 35 Good = 24 + Minimal = 14 (with no "X's")

SECTION H COMMENTS:

SUBJECT MATTER Rating Score

SECTION I - SPECIAL ASSIGNMENTS

- First-time and one-time cleanings - Mastering the difference
- Cleaning inside the oven and refrigerator
- Window cleaning
- Patios and decks
- Cleaning chandeliers

TOTAL SCORE THIS SECTION

SCORING LEVEL SECTION I : Perfect = 25 Good = 17 + Minimal = 10 (with no "X's")

SECTION I COMMENTS:

Summary Comments:

Action Plan:

Employee's Comments:

Employee's Signature: _____

Supervisor's Signature: _____