

Restaurant Staff Onboarding — First 14 Days

A structured plan to get new chefs and front-of-house staff productive without losing them in the first 90 days. UK hospitality has 73% annual turnover — structure fixes most of it.

KITCHEN Onboarding plan

DAY 1 Admin, tour, taster

~3 hrs

- Right-to-work + contract + payroll
- Uniform, locker, fridge/storage tour
- Allergen procedures briefing
- Mentor introduced (paired for 14 days)
- Recipe library access on their phone
- 3-hr observational taster on busy section
- End-of-day debrief + Day 3 plan

DAY 3 Shadow shift

Full shift

- Full service alongside mentor (active)
- Top 5 recipes: method + allergens
- Chilling, reheating, hot-holding intro
- Manager check-in mid-shift
- Diary debrief end of shift

WK 1 Supervised solo

Daily

- 5-min daily recipe recall (pre-service)
- Self-service recipe + allergen lookups
- Owns 1 daily checklist end-to-end
- End-of-week 30-min review meeting
- Confirm pay/hours/expectations

WK 2 Independent operation

Day 10-14

- 3+ shifts solo (mentor on different shift)
- Owns full daily checklist set
- Methods executed independently
- Day 14 formal sign-off review (45 min)
- Probation review date scheduled

FRONT-OF-HOUSE Onboarding plan

DAY 1 Admin, tour, allergen safety

~3 hrs

- Right-to-work + contract + payroll
- Uniform, station, FOH layout tour
- Allergen script memorised: "Let me check"
- Mentor introduced (paired for 14 days)
- Allergen matrix on their phone
- 3-hr observation shadowing mentor
- End-of-day debrief + Day 3 plan

DAY 3 Shadow shift + POS

Full shift

- Top 10 menu items memorised (description + allergens)
- POS walkthrough in low-pressure window
- Customer interaction shadowing
- Manager check-in mid-shift
- Diary debrief end of shift

WK 1 Supervised solo*Daily*

- 5-min daily allergen quiz (pre-service)
- Self-service allergen + dietary lookups
- Light table section (4-6 covers) with mentor on floor
- End-of-week 30-min review meeting
- Tip-pool / shift bid / scheduling questions

WK 2 Owns a section*Day 10-14*

- Owns full section (mentor still on floor week 1)
- Handles allergen queries solo
- Customer complaint handled with mentor backup
- Day 14 formal sign-off review (45 min)
- Probation review date scheduled

~50%

REDUCTION IN TIME-TO-PRODUCTIVITY

£4,000+

SAVED PER YEAR (5 HIRES)

14 days

UNTIL INDEPENDENT OPERATION