

**After New Hire Paperwork is done complete a new hire call**

Once an employee has been offered a position and passed the background check, an email will go to that employee to complete new hire paperwork.

Your HR team or Area Manager will let you know as soon as all paperwork has been submitted. When the paperwork is complete you should call the new team member. Highlight the following information and if possible follow up with a text or email to be sure the information is clearly communicated.

- Location Address
- Introduce Yourself
- Provide your contact number
- Explain what you should wear to work
- Provide first shift info and week one schedule
- Ask them to bring their 2 forms of ID to complete I9

**DAY ONE: Service Center - Six-Hour Maximum**

Your new Ivy Lane team member has arrived for their six-hour shift. Introduce yourself and anyone else already in the store. Walking into any of our Service Centers can be an intimidating experience for many new hires. You have the opportunity to take this new talent and mold it into a long-term member of the Ivy Lane team. Day one impressions make a huge impact! Here's what you need to make sure you cover day one: Our Values, Safety, VAMILY culture, navigating the Service Center, read/complete SuperStart, and readying for day two, all while creating a welcoming experience.

**NOTE:** New hires do NOT have to complete all 800 level courses on their first day. They have 30 days to complete those courses, and from an experience level, consider sprinkling them throughout the first month. This guide will help you budget and maximize the time you spend with your new team member on day one.

Time	Task	Notes	Who
10 Minutes	<ul style="list-style-type: none"> <li>• New Team Member Arrives</li> <li>• Welcome them to the Service Center</li> <li>• Clock them in/record employee ID# (grx)</li> <li>• Brief introduction to the team</li> <li>• Show them where to put their things</li> </ul>	<ul style="list-style-type: none"> <li>• Keep initial introductions brief. New hires will have an opportunity to get to know the team later in the day.</li> <li>• Day one contains a lot of learning, but there's no reason it can't be fun!</li> <li>• Keep things light and welcoming</li> </ul>	<ul style="list-style-type: none"> <li>• SCM and/or AM</li> </ul>
20 Minutes	<ul style="list-style-type: none"> <li>• Review the day's agenda</li> <li>• Complete in-person new hire paperwork</li> <li>• Scan/fax new hire documents directly to HR email address</li> <li>• VPOINT demonstration</li> <li>• Add employee telephone number to store list</li> </ul>	<ul style="list-style-type: none"> <li>• During this review of appearance standards and Vpoint, also have the new team member navigate to the Ivy Website to review HR documents, including the paydate calendar.</li> <li>• Remind them that you are always available for questions and our HR department can also help.</li> </ul>	<ul style="list-style-type: none"> <li>• SCM and/or AM</li> </ul>
30 Minutes	<ul style="list-style-type: none"> <li>• Discuss training plan/tools                             <ul style="list-style-type: none"> <li>– Receive Activity Guide</li> <li>– Review page 1 of the Activity Guide</li> </ul> </li> <li>• Log-in to VIOCU - Cover pages 6-7 of the Activity Guide</li> <li>• Introduce Trainers</li> <li>• Review and explain the Glossary terms on pages 2-3 of the Activity Guide</li> <li>• Review VIOC Values on page 4</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce them to their primary trainer and instill confidence for the new team member in their trainer's abilities.</li> <li>• Explain that they should write their name in the cover and call out specific areas when introducing them to the guide, such as the glossary of terms, Meet With Your Trainer (MWYT), etc.</li> <li>• Remind new team member that their Activity Guide should remain in the Service Center and all training must be done at work while clocked-in.</li> <li>• Highlight our Values are the foundation of our culture and business at VIOC</li> </ul>	<ul style="list-style-type: none"> <li>• SCM and Trainer</li> </ul>

10 Minutes	<ul style="list-style-type: none"> <li>• Watch Operations on floor if vehicle present</li> <li>• Briefly explain what they are seeing such as topside, CSR, and bottomside roles</li> </ul>	<ul style="list-style-type: none"> <li>• Explain callouts</li> <li>• Emphasize safety</li> <li>• Emphasize communication</li> </ul>	<ul style="list-style-type: none"> <li>• Floor Team</li> </ul>
30 Minutes	<ul style="list-style-type: none"> <li>• Safety Course – VIOCU 102</li> </ul>	<ul style="list-style-type: none"> <li>• This learning is self-guided</li> </ul>	<ul style="list-style-type: none"> <li>• SCM or Trainer</li> </ul>
20 Minutes	<ul style="list-style-type: none"> <li>• SuperStart Safety Checklist</li> </ul>	<ul style="list-style-type: none"> <li>• Emphasize safety protocols are not optional</li> <li>• Drive home that safety is everyone's responsibility!</li> <li>• Point out and communicate any and all safety hazards.</li> </ul>	<ul style="list-style-type: none"> <li>• SCM or Trainer</li> </ul>
30 Minutes	<ul style="list-style-type: none"> <li>• VAMILY Conversation</li> <li>• Review store tour and VAMILY "Meet With Your Team" activity <ul style="list-style-type: none"> <li>– This activity will be completed throughout the rest of the day</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Establish a solid foundation of VAMILY culture on day one will help our new team member understand that they belong at VIOC</li> <li>• Our Values are the core of our culture, VAMILY supports that core.</li> </ul>	<ul style="list-style-type: none"> <li>• SCM or Trainer</li> </ul>
2 Hours	<ul style="list-style-type: none"> <li>• Watch Operations on the floor (can use callout card for reference)</li> <li>• Meet with your team as business allows</li> <li>• Complete pages 8-10 of the Activity Guide as time allows to learn more about the team</li> </ul>	<ul style="list-style-type: none"> <li>• Remind new team member that asking questions or documenting observations during this time is encouraged.</li> <li>• They should divide their time equally between topside, bottomside, and CSR roles to see how the roles work together.</li> <li>• Observations can only be done as long as safety protocols are being followed</li> </ul>	<ul style="list-style-type: none"> <li>• Team and Trainer</li> </ul>
30 Minutes	<ul style="list-style-type: none"> <li>• LUNCH</li> </ul>	<ul style="list-style-type: none"> <li>• If possible go with the new team member or send a buddy.</li> <li>• Show them how to clock in and out for lunch.</li> </ul>	<ul style="list-style-type: none"> <li>• SCM</li> </ul>
30 Minutes	<ul style="list-style-type: none"> <li>• Hazard Communication Course – VIOCU V109</li> <li>• Hazard Communication Activity</li> <li>• Pages 11-12 in the Activity Guide</li> </ul>	<ul style="list-style-type: none"> <li>• This VIOCU learning is self-guided</li> <li>• Trainer can aid with completion of pages 11-12 as needed</li> </ul>	<ul style="list-style-type: none"> <li>• SCM or Trainer</li> </ul>
30 Minutes	<ul style="list-style-type: none"> <li>• Learning SuperPro Preview</li> <li>• Set up Day Two</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss how the new hire will learn SuperPro: Topside position first, then bottomside position, then they will become a Certified Technician. After that they will learn Additional Services and guest service.</li> <li>• Explain what they can expect to learn on day two.</li> </ul>	<ul style="list-style-type: none"> <li>• SCM</li> </ul>