**TEMPLATE – ON THE JOB TRAINING PLAN**

**Night Porter**

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| **Employee Name:** |  | | |
| **Start Date:** |  | | |
| **Day 1 Induction** | | **Training Completed** | |
| 1. Welcome from Line Manager 2. Team introductions 3. Meet buddy! 4. Show around, where things are…facilities, bathrooms, break area etc. 5. About the business – history, products, services… 6. How the role fits in the business structure/ hierarchy 7. Performance expectations – probationary period 8. Customer services standards 9. Uniform standards 10. Health and safety (incl. any role specific statutory training required) 11. Use of mobile phones 12. Explain opportunities for development. 13. Update on, hours, breaks, holidays, when they will get paid. 14. Share contract of employment/written statement of particulars 15. Provide pension information. 16. Other information, relevant policies, procedures i.e., discipline, grievance, absence, customer complaints, bullying and harassment. | | *Employee* | *Employer* |
| Signature:  Date: | Signature:  Date: |
| **Notes**  *Comments, further training required, areas for improvement...* | |
| **Job Specific – On the Job Training** | | *Employee* | *Employer* |
| 1. Depart specific training. 2. Stakeholder awareness/management 3. Opening/locking up – alarm codes, protocols, lone worker arrangements 4. Health and safety – slip, trips, falls, what to do? Accident book. 5. Cleaning procedures – toilet checks, spillages, general housekeeping etc. Environment – light, heat, music 6. Customer complaints procedures, refunds 7. Emergency procedures – fire blankets, gas shut off switch etc. 8. Mise en place (set up at start of service) 9. Menu training, food hygiene, portion control, presentation 10. HACCAP training 11. COSHH training 12. End of service clear down 13. Storage areas – extra bedding, irons etc. 14. Hospitality training, - wine training, coffee training, weights, and measures – using jiggers, 35ml spirits, 25ml liquors. 15. Waste recording procedure 16. Till system, cash handling 17. Awareness of local amenities – public transport, bank machine etc. 18. Local and regional tourism knowledge | | Signature:  Date: | Signature:  Date: |
| **Notes**  *Comments, further training required, areas for improvement...* | |
| **Shadow Buddy** | | *Employee* | *Employer* |
| 1. Outline duration of job shadowing 2. Identify key aspect of the role that will be learnt through job shadowing and detail below…   [*detail duties that will be covered*] | | Signature:  Date: | Signature:  Date: |
| **Notes**  *Comments, further training required, areas for improvement...* | |
| **Job Rotation** | | *Employee* | *Employer* |
| 1. Outline duration of job rotation 2. Identify key aspect of the role that will be learnt through job rotation and detail below…   [*detail duties that will be covered*] | | Signature:  Date: | Signature:  Date: |
| **Notes**  *Comments, further training required, areas for improvement...* | |
| **Further Opportunities for Development – Demonstration / Delegation** | | *Employee* | *Employer* |
| 1. Identify opportunities to learn and develop further within their role or within the wider business through demonstration and/or delegation - detail below…   [*detail duties that will be covered*] | | Signature:  Date: | Signature:  Date: |
| **Notes**  *Comments, further training required, areas for improvement...* | |
| **Refresher Training** | | *Employee* | *Employer* |
| 1. Identify training that needs refreshed again, every month, quarter, annually or every so many years, e.g., statutory training such as health and safety.   [*detail duties that will be covered*] | | Signature:  Date: | Signature:  Date: |
| **Notes**  *Comments, further training required, areas for improvement...* | |