

TAVERN ON THE POINT

STEPS OF SERVICE - TRAINING ORIENTAION

TRAINING COMMITMENT!

Our commitment to our teammembers

We are excited to welcome you to the Tavern on the Point family. We are committed to providing the best possible climate for our staff to develop and achieve ambitious goals. We believe in treating each staff member as an individual. We want to raise the bar and strive to develop a spirit of teamwork to attain *OUR PURPOSE* - which is HOSPITALITY. We will demand much from you and we hope you demand it from us - this is what makes what we do better than all the rest. We set goals to constantly improve and we speak up when we fall short to ask for help. We also help others do the same. This makes us stronger as a team.

We know that there is a lot of information we need you to learn. We have designed a training program to help you learn everything to be successful in your job role. BUT... the only way this works is to make each of us responsible for the quality and effectiveness of our own training.

trainer agrees
to:

1. Document clear performance expectations
2. Provide training resources
3. Recognize performance
4. Reward performance

trainee agrees
to: (NEW team
member)

Take responsibility for the effectiveness of their
training

There may be times when you are overwhelmed and feel you are not getting the direction or information that you need to succeed. Don't be shy to ASK FOR HELP! Only YOU know what area of your training that you need additional support. Please ask! We have a workplace where communication is open.

We're so glad to welcome you to the team, and we PROMISE to do everything we can to create a welcoming and rewarding work environment for you here.