

RETAIL · NEW TEAM MEMBERS

Retail onboarding checklist for new store team members

A checklist for a new hire's first 30 days: what to prepare before day one, what to cover on the first day and in the first week, and when to check in. Managers see who is doing what by when.

NEW TEAM MEMBER	ROLE	STORE
START DATE	STORE MANAGER	BUDDY

Mark each step Done or Open. Give every open step an owner and a date. Review the list with the new hire at the end of week one and at 30 days.

1 Before day one

#	ITEM	DONE	OPEN	N/A	OWNER	DATE DONE
1	The contract is signed and returned.	☐	☐	☐		
2	Payroll, tax and work-eligibility documents are collected as your local rules require.	☐	☐	☐		
3	The first-week schedule is shared with the new hire.	☐	☐	☐		
4	Uniform, name badge and locker or storage are ready.	☐	☐	☐		
5	Logins are created: POS, scheduling and any training tool.	☐	☐	☐		
6	A buddy is assigned and briefed.	☐	☐	☐		
7	A welcome message is sent with arrival time, entrance and contact person.	☐	☐	☐		

2 Day one

#	ITEM	DONE	OPEN	N/A	OWNER	DATE DONE
8	The store manager welcomes the new hire.	☐	☐	☐		
9	Store tour: entrances, stockroom, break room, registers, fire exits and first-aid kit.	☐	☐	☐		
10	Introductions to the team.	☐	☐	☐		
11	Safety briefing: emergency exits, assembly point, how to report an accident or hazard.	☐	☐	☐		
12	Key policies covered: attendance, breaks, dress code, phone use.	☐	☐	☐		
13	POS login and a first walkthrough with the buddy.	☐	☐	☐		
14	End-of-day check-in: questions and how it went.	☐	☐	☐		

3 First week

#	ITEM	DONE	OPEN	N/A	OWNER	DATE DONE
15	Product knowledge basics for the main categories, brands or services.	☐	☐	☐		
16	Customer greeting and service standard shown, then practiced.	☐	☐	☐		
17	POS: sales, returns and exchanges practiced with supervision.	☐	☐	☐		
18	Stock basics: receiving, replenishment and price labels.	☐	☐	☐		
19	Visual standards: facing, folding and display recovery.	☐	☐	☐		
20	Opening and closing routines shadowed.	☐	☐	☐		
21	Cash handling and loss-prevention basics covered as per policy.	☐	☐	☐		
22	Shadow shifts cover both busy and quiet times.	☐	☐	☐		
23	End-of-week feedback conversation held.	☐	☐	☐		

4 First 30 days

#	ITEM	DONE	OPEN	N/A	OWNER	DATE DONE
24	Runs an opening or closing routine with supervision.	☐	☐	☐		
25	Handles returns and exchanges without help.	☐	☐	☐		
26	Expectations for sales or service are set and written down. Write them in the notes.	☐	☐	☐		
27	Training or SOP sign-offs are complete, if you use them.	☐	☐	☐		
28	30-day review held.	☐	☐	☐		
29	Development goals are agreed.	☐	☐	☐		

NEW TEAM MEMBER (SIGNATURE)

STORE MANAGER (SIGNATURE)

DATE

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A starting point, not legal advice. Adapt it to your stores, your procedures and the rules where you operate.