

The New Hire Onboarding Packet

A structured first 90 days, so a new hire's success doesn't depend on how much free time the owner happens to have that week.

How to use this packet: fill in the role-specific details before the person's first day. A new hire who spends day one waiting around to be told what to do forms an impression of the business that's hard to undo.

What's inside

- Pre-First-Day Checklist
- Day One Schedule
- Week One Checklist
- 30 / 60 / 90-Day Goals
- Role Expectations
- Key Contacts

1. Pre-First-Day Checklist

Everything here should be done before the new hire walks in, so the first day is about them, not about you scrambling to set things up.

- ☐ Offer letter signed and on file
- ☐ Paperwork (I-9, W-4, direct deposit) ready or sent in advance
- ☐ Workspace, equipment, uniform, or tools ready
- ☐ System logins and access created (email, scheduling, POS, etc.)
- ☐ Team notified of the new hire's name, role, and start date
- ☐ A specific person assigned to be their point of contact for the first week
- ☐ First-week schedule roughed out

New Hire Name:

Role:

Start Date:

Assigned Point of Contact:

2. Day One Schedule

Block out real time on the calendar for this, not just "figure it out as we go." A rough plan beats no plan.

Time Block	What Happens
Morning	
Midday	
Afternoon	
End of Day	

Day One Should Cover

- ☐ A tour and introductions to the team
- ☐ The basics: hours, breaks, dress code, where things are
- ☐ Safety orientation, if relevant to the role
- ☐ A clear explanation of what success looks like in the first week
- ☐ Time with their assigned point of contact, not just the owner

3. Week One Checklist

- ☐ Shadowed a full task or shift start to finish
- ☐ Reviewed key SOPs for their role (see the Soundview SOP Master Binder)
- ☐ Met everyone they'll regularly work with
- ☐ Completed any required training or certifications
- ☐ Had a short check-in with their manager: how's it going, any questions
- ☐ Knows exactly who to ask when they're unsure about something

End-of-Week-One Check-In Notes

4. 30 / 60 / 90-Day Goals

Specific, observable goals turn a vague "how's the new person doing" into an actual answer. Fill this in before their first day so expectations are set from the start, not invented after the fact.

Milestone	What They Should Be Able to Do	How You'll Know
30 Days		
60 Days		
90 Days		

90-Day Review Notes

5. Role Expectations

Core Responsibilities (top 3-5):

What a Great Day in This Role Looks Like:

What They Own Completely (decisions they don't need to ask about):

What Always Needs Sign-Off:

How Performance Is Measured:

6. Key Contacts

Give the new hire a copy of this page on day one. "I didn't know who to ask" is one of the most common, most avoidable reasons a new hire loses momentum in the first month.

Need	Who to Contact
Direct Manager	
HR / Payroll Questions	
IT / Systems Access	
Scheduling	
Safety / Facilities	

Soundview Marketing Group helps growing Long Island businesses build the systems, including hiring and onboarding, that make growth manageable instead of chaotic. [Get Your Free Growth Plan → soundviewmarketinggroup.com/free-growth-plan](https://soundviewmarketinggroup.com/free-growth-plan)