

NEW EMPLOYEE INDUCTION TRAINING COURSE TEACHING GUIDE GUIDANCE FORM

New Employee Orientation Course

course	training content	Lecturer	Teaching form
Company Overview	Company history		
	The company's philosophy, purpose, culture		
	The company's organizational structure, goals and vision		
	Introduction of each store and each department		
	Management introduction		
Industry basic knowledge	Definition and Development of Service Industry		
	Definition and development of foot massage industry		
	Benefits of foot bath		
Work Ethics and Attitude	The meaning of professional ethics		
	Code of Professional Ethics in the Service Industry		
	16 professional attitudes		
professional awareness	Guest Awareness--Guest First		
	Service Awareness--Quality Service		
	Quality awareness--details determine success or failure, 100-1=0		
	Institutional Consciousness -- Obedience Consciousness		
	Team awareness--department, post collaboration		
	Cost awareness--ownership awareness, saving, self-awareness		
	Integrity awareness--professional ethics		
	Marketing Awareness--All Staff Marketing		
	Clean awareness - everyone is a cleaner		
etiquette and manners	Definition and meaning of polite etiquette		
	Service quality and politeness		
	Reception Service Etiquette		
	body shape training		
rules and regulations	rules and regulations		
	Employee Handbook, Work Instructions		
Fire Safety	The Importance of Fire Safety		
	customer safety		
	Use of fire exits and fire extinguishers		

Training Guide For New Employees

Cindy Huggett



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