PROPOSAL FOR NEW HIRE ORIENTATION PROGRAM

FOR RE/MAX REALTY PROFESSIONALS, INC.
Top Ten Reasons for Implementing a New Hire Orientation Program

at RE/MAX Realty Professionals, Inc.

10. Employees participating in orientation programs are working at full capacity and contributing to the company significantly sooner than non-participating new hires.  

9. Employees participating in orientation become more socialized regarding company history and goals & values. 

8. Employees participating in orientation tend to have a higher level of organizational commitment. 

7. Effective orientation programs can reduce turnover. 

6. Effective orientation programs can create a standard training environment, reducing the chance of an EEO issue. 

5. Orientation provides an opportunity for the new employee to create a connection with the organization. Employees who do not create a connection with the organization have a greater inclination to leave. 

4. Orientation provides a basis for the socialization process to begin, which is a lifelong process that spans the employee’s entire career. Essentially, orientation gets the employee off on the right foot. 

3. Providing a mentoring program or buddy system with the orientation program allows the new hire to learn informally about the organization and plays a pivotal role in socialization. 

2. Employees participating in orientation report that they are more informed regarding, better prepared for and less anxious about their role in the company. 

1. Orientation programs increase profit by investing in the employee, allowing them to become more productive quicker and more committed to the organization.
Proposed New-Hire Orientation Process and Agenda

Purpose:
RE/MAX Realty Professionals, Inc. has created a policy of providing an orientation period for new employees to experience the culture of the organization. Our goal is to provide an open environment in which the new employee can learn the company’s history, goals, and values. We believe that a firm knowledge of the former ideals aides organizational learning and employee productivity. To ensure every new employee has the opportunity to experience the organizational culture, an orientation program is scheduled upon acceptance of all job offers.

Pre-Orientation Preparation:
New employees will be notified of the agreed upon start date by the Human Resources Manager/Administrator in writing. They will be instructed and expected to bring their completed new-hire packages when initially reporting to work. New hire packages consist of the following documents and/or forms:
- I-9 Form and instructions (Employees should provide the supporting documents required by the form proving their eligibility to work in the United States.)
- RE/MAX Personnel Identification Form
- Employee handbook acknowledgement receipt
- Federal, state, and municipal tax withholding forms
- Direct Deposit Enrollment Form (Enrollment optional)

General Orientation Guidelines
- Orientation starts from the moment the employee accepts the job offer
- Always have the new hire’s space ready for them – we are excited to have them!
- Always take new hire to lunch on first day

Orientation Program – 1st Day:
- Step 1—Human Resources Topics
  - Introduction to the company, its mission, functions and culture.
  - Tour of building, including kitchen/restrooms, etc.
  - New employee forms completion
  - Benefit plan review: eligibility date, policy for enrolling
  - Safety and health policies reviews—safety, fire, emergency evacuation, job-related safety issues
  - Policies review—pay periods, travel, personal vehicle use, training requests
  - General procedures review—security, computer systems and logins, telephone systems, supplies and equipment
- Step 2—Management Topics
  - Introduce new employee to other staff
  - Discuss company standards, including what each department is responsible for – how new employee fits into the puzzle
  - Discuss confidentiality and privacy issues; work station issues
  - Discuss attendance and punctuality standards, reporting of absences, request for time off
  - Closing – general question and answer session

Time spent in orientation is considered paid time so each employee’s time card should reflect the time engaged in the orientation program as paid hours and coded appropriately.
ORIENTATION CHECKLIST

Employee Name: ___________________________ Date: ____________

Position: ________________________________ Supervisor: __________________________

HUMAN RESOURCES

☐ Welcome New Employee

5 minute Introduction to Company
☐ Quick introduction to company, including:
  ☐ Culture
  ☐ Mission
  ☐ Functions

Tour of Facilities, including Introductions
☐ Tour of facilities, including:
  ☐ Rest rooms
  ☐ Workrooms (copiers & faxes)
  ☐ Public computer stations
  ☐ Conference rooms
  ☐ Reception area
  ☐ Vending machines
  ☐ Kitchen
  ☐ Third floor training area
  ☐ Emergency exits

☐ Include introductions to office staff, agents, title company, mortgage company, appraisal company and home inspection company on tour.

New Hire Paperwork
☐ Personnel Identification Form
☐ W-4 Employee’s Withholding Allowance Certificate
☐ I-9 Employment Eligibility Verification Form (including supporting documents)
☐ Personnel Policy Manual Acknowledgment Form (Copy of Manual to employee)
☐ Capital Area Tax Collection Bureau Form

Key Policies at RE/MAX Realty Professionals, Inc.
☐ Review of the key general policies, including:
  ☐ Anti-Harassment
  ☐ Holidays
  ☐ Overtime
  ☐ Dress Code
  ☐ Personal Conduct Standards
  ☐ Performance Appraisals
  ☐ Confidentiality
  ☐ Safety & Emergency
  ☐ Visitors & Personal Calls
  ☐ Email & Internet Usage
General Information about RE/MAX Realty Professionals, Inc.
☐ Review of the key general information and procedures, including:
  ☐ Paid Time Off Requests  ☐ Smoking Area & Breaks
  ☐ Office Supply Requests  ☐ Complaint Procedures
  ☐ Schedule – including lunches  ☐ Parking

Benefits at RE/MAX Realty Professionals, Inc.
☐ Review of the benefits, including:
  ☐ Eligibility Requirements  ☐ Holidays
  ☐ Medical/Dental/Vision  ☐ Sam’s Club/Costco Membership
  ☐ Paid Time Off  ☐ Independent IRA Program

Administrative Procedures at RE/MAX Realty Professionals, Inc.
☐ Review of the key administrative aspects, including:
  ☐ Office/Work Station  ☐ Telephones
  ☐ Key fob & Supply Keys  ☐ Office Supplies
  ☐ Mail & Overnight (UPS/FedEx)  ☐ Location of Files (by year)

MANAGEMENT/SUPERVISOR
☐ Welcome New Employee & Introduce to Office Staff

Review of Basic Position Information
☐ Review of basic position information, including:
  ☐ Job Description
  ☐ Job Expectations
  ☐ Performance Expectations

Computers & Technology
☐ Establish log-on information for computer and all applicable programs
☐ Review shared drives and accessible information
☐ E-mail & Internet
☐ Copiers & Faxes

Training Procedure at RE/MAX Realty Professionals, Inc.
☐ Review of the training procedure, including:
  ☐ Schedule of Training
  ☐ Manuals
  ☐ Plan of Action

Completion of 1st General Orientation Session
☐ Question & Answer session
☐ Assign mentor
☐ Issue first assignment & begin training

Acknowledgment: (signed upon completion)

Employee: ____________________________ Date: ________________

HR/Supervisor: ____________________________ Date: ________________
New Hire Orientation Evaluation Form

Please complete immediately following completion of the orientation program.

At RE/MAX Realty Professionals, Inc., our goal is to create a welcoming environment for all of our new employees. We strive to accomplish this through a combination of our current employees and our New Hire Orientation program. Please take a few minutes to complete the following evaluation form on our New Hire Orientation Program as honestly as possible. All feedback is considered and used to tailor the program to be as effective and useful as possible. Your time is greatly appreciated!

SECTION I: GENERAL RATINGS
Please rate the following information by circling the number that most closely matches your opinion.

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SECTION II: HUMAN RESOURCES
Please answer the following questions, providing explanations where necessary.

Was HR expecting you?  [ ] Yes  [ ] No

Was the information presented in an understandable and easy to follow format?  [ ] Yes  [ ] No

How do you feel about the amount of information given during your meeting with HR?  [ ] Too Much  [ ] Just Enough  [ ] Not Enough  [ ] Other: __________________________

Did you get what you expected from your HR orientation?  [ ] Yes  [ ] No

Are there any topics you feel would be beneficial to new hires that were not covered during your initial meeting?  __________________________________________
Was your presenter knowledgeable?  □ Yes  □ No

Was the staff courteous?  □ Yes  □ No

SECTION III: MANAGEMENT
Please answer the following questions, providing explanations where necessary.

Was management expecting you?  □ Yes  □ No

Was the information presented in an understandable and easy to follow format?  □ Yes  □ No

How do you feel about the amount of information given during your meeting with management?
□ Too Much  □ Just Enough  □ Not Enough
□ Other: _______________________________

Did you get what you expected from your management orientation?  □ Yes  □ No

Are there any topics you feel would be beneficial to new hires that were not covered during your initial meeting? ________________________________

Was your presenter knowledgeable?  □ Yes  □ No

Was the staff courteous?  □ Yes  □ No

SECTION IV: GENERAL QUESTIONS
Please answer the following questions, providing explanations where necessary.

Were the details of your arrival clearly communicated by the hiring manager?  □ Yes  □ No

Was your manager/supervisor present on your first day?  □ Yes  □ No

Were you given a tour of the facility?  □ Yes  □ No

Were you introduced to co-workers?  □ Yes  □ No

Were you shown the following locations: restrooms, kitchen, supply cabinets, copiers/faxes, mail, and staff offices?  □ Yes  □ No

If no, what weren’t you shown? ________________________________

Was your office set up and ready for you, including name plate on the wall?  □ Yes  □ No

Was your phone ready to have your voicemail set up?  □ Yes  □ No

Was your computer and email set up?  □ Yes  □ No

Were you shown how to operate the phone, voicemail and email systems?  □ Yes  □ No
Were you given a copy of your job description and expectations?  □ Yes      □ No

Were there any topics that were not covered at any point in your orientation that you feel would be beneficial to new hires? ____________________________

________________________________________________________________________

What could be changed or added to the program to make it more useful to new hires? __________

________________________________________________________________________

________________________________________________________________________

What was your overall impression of the orientation program? ______________________________

________________________________________________________________________

________________________________________________________________________

What was your overall initial impression of the company? _______________________________

________________________________________________________________________

________________________________________________________________________

Thank you for your time and your comments! Your input is sincerely appreciated!
At RE/MAX Realty Professionals, Inc., our goal is to create a welcoming environment for all of our new employees. We strive to accomplish this through a combination of our current employees and our New Hire Orientation program.

Now that you have been with the company for a few months, we would appreciate your feedback on how effective you found your overall orientation experience. Please take a few minutes to complete the following evaluation form on our New Hire Orientation Program as honestly as possible. All feedback is considered and used to tailor the program to be as effective and useful as possible. Your time is greatly appreciated!

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Is HR available to you when you need questions answered? □ Yes □ No

Is the information presented in an understandable and easy to follow format? □ Yes □ No

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□ Too Much □ Just Enough □ Not Enough
□ Other: __________________________________________

Did you get what you expected from your HR orientation and subsequent interactions?
□ Yes □ No
Are there any topics you feel would be beneficial to new hires that were not covered during your initial meeting?

Was your presenter knowledgeable?  □ Yes  □ No

Was the staff courteous?  □ Yes  □ No

SECTION III: MANAGEMENT
Please answer the following questions, providing explanations where necessary.

Is management available to you when you have questions?  □ Yes  □ No

Is the information presented in an understandable and easy to follow format?  □ Yes  □ No

How do you feel about the amount of information given during your meeting(s) with management?  □ Too Much  □ Just Enough  □ Not Enough  □ Other: __________________________

Did you get what you expected from your management orientation and subsequent interactions?  □ Yes  □ No

Are there any topics you feel would be beneficial to new hires that were not covered during your initial meeting?

SECTION IV: GENERAL QUESTIONS
Please answer the following questions, providing explanations where necessary.

Were the details of your position clearly communicated by the supervising manager?  □ Yes  □ No

Was your manager/supervisor present on your first day?  □ Yes  □ No

Were you given a tour of the facility?  □ Yes  □ No

Were you introduced to co-workers?  □ Yes  □ No

Did the program help you feel welcome as a new employee?  □ Yes  □ No

If no, why not?  __________________________________________

Did the program give you the resources you needed to focus on your new responsibilities?  □ Yes  □ No
Did the program help you get to know other employees?  □ Yes  □ No

Were there any topics that were not covered at any point in your orientation that you feel would be beneficial to new hires?  

What could be changed or added to the program to make it more useful to new hires?  

What was your overall impression of the orientation program?  

What is your overall impression of the company?  

Thank you for your time and your comments! Your input is sincerely appreciated!
References


