

Employee onboarding checklist

From pre-arrival to independent service • Restaurants, cafés and hospitality teams

Employee & role	Outlet & reporting line
Name: _____	Outlet: _____
Role: _____	Manager: _____
Start date (DD MMM YYYY): _____	Emirate: _____
Buddy: _____	Working language: _____

Use one checklist per employee. Mark Done, Pending or N/A, with initials and date. Record the reason for N/A. Keep supporting personal documents in the restricted HR file, not attached to this checklist.

01 / Before the first shift

Action / evidence required	Owner	Status / date
Confirm the legal employer, signed offer/contract and applicable employment jurisdiction. Verify work authorisation before any work begins.	HR / PRO	☐ Pending _____
Check residency, Emirates ID, medical and insurance steps applicable to the employee; assign renewal reminders. Record status only here.	HR / PRO	☐ Pending _____
Explain salary and allowances in AED, payroll date, approved payment method and any applicable WPS arrangements.	HR	☐ Pending _____
Prepare uniform/PPE, name badge, secure system access and handbook; assign a trained buddy for the first five shifts.	Manager	☐ Pending _____
Confirm shift, meeting point, transport/parking and manager contact. Schedule required briefing/training time and explain how it is recorded.	Manager	☐ Pending _____

Before use — employer setup

This is a GGB operating template for a client outlet, not an employment contract. HR must align it with the employer's jurisdiction and approved policies; DIFC and ADGM have separate employment regimes. Confirm emirate-specific health and food-handler requirements.

02 / First-day welcome & safety

Action / evidence required	Owner	Status / date
Welcome the employee, introduce the team and buddy, explain the role and outline the first five shifts.	Manager	☐ Pending _____
Tour guest areas, staff facilities, handwashing points, storage, first-aid equipment, exits and assembly point.	Buddy	☐ Pending _____
Demonstrate the emergency process and identify the first aider, duty manager and food-safety Person in Charge (PIC).	Manager	☐ Pending _____
Explain hygiene, illness reporting, cross-contamination, allergens and approved temperature/cleaning procedures. Check understanding by demonstration.	PIC	☐ Pending _____
Verify required food-safety training and health clearances for the role. In Dubai, use the outlet's Dubai Municipality requirements; other emirates use their local authority.	PIC / HR	☐ Pending _____
Explain clocking in/out, breaks, roster changes, attendance reporting and Ramadan/public-holiday rota arrangements.	Manager	☐ Pending _____
Explain respect at work, anti-harassment, confidential reporting, guest privacy and restricted access to staff records.	HR	☐ Pending _____
Review meals, uniform care, tips/service-charge policy and any transport/accommodation arrangements. Do not assume benefits.	Manager	☐ Pending _____

Local contacts — complete before the first shift

Role	Name / internal contact
Duty manager	_____
HR / confidential escalation	_____
Food-safety PIC	_____
First aider / assembly point	_____

03 / Role training & readiness

Demonstrate → practise with supervision → observe → sign off. Online completion alone is not authorisation for unsupervised work.

Skill / practical assessment	Assessor / date	Ready / retrain
Menu knowledge, ingredients and allergen escalation	_____	☐ Ready ☐ Retrain
Guest greeting, order accuracy and complaint escalation	_____	☐ Ready ☐ Retrain
POS, payment security, cash handling and receipt checks	_____	☐ Ready ☐ Retrain
Station setup, approved recipes and portion control	_____	☐ Ready ☐ Retrain
Receiving, date labels, storage and stock rotation	_____	☐ Ready ☐ Retrain
Cleaning, sanitising and safe equipment shutdown	_____	☐ Ready ☐ Retrain
Safe lifting, burns/cuts prevention and PPE	_____	☐ Ready ☐ Retrain
Delivery packaging, order checks and driver handover	_____	☐ Ready ☐ Retrain

First five shifts — coaching record

Shift / date	What went well / support needed	Buddy initials
1 / _____	_____	_____
2 / _____	_____	_____
3 / _____	_____	_____
4 / _____	_____	_____
5 / _____	_____	_____

Open items

Action / restriction until resolved	Owner	Due date
_____	_____	_____
_____	_____	_____
_____	_____	_____

04 / Review & handover

Review	Date / outcome / next action
End of first week	_____ _____
30-day review	_____ _____
Probation review — use contractual date	_____ _____

Completion decision

☐ Ready for assigned duties ☐ Supervised duties only ☐ Further training required

Restrictions / follow-up: _____

Employee acknowledgement: I have received the information and know where to ask for help. This acknowledgement does not waive statutory or contractual rights.

Sign-off	Name / signature / date
Employee	_____
Manager / trainer	_____
HR — outstanding documents checked	_____

Record handling

Store the completed checklist in the approved HR location. Limit access to authorised staff. Do not put passport numbers, bank details, medical reports or passwords in this form. Apply the employer's retention schedule.

UAE references used

MOHRE — employer responsibilities

<https://www.mohre.gov.ae/assets/download/c2f061f5/awareness-package-for-new-employers-en.aspx>

Dubai Municipality — food establishments

<https://www.dm.gov.ae/municipality-business/food-traders-establishments/>

UAE Government — Ramadan

<https://u.ae/en/information-and-services/public-holidays-and-religious-affairs/ramadan>