

The Hospitality Onboarding & Retention Checklist

A practical tool for hotel owners, operators, GMs, and HR/operations leaders who want to improve retention, strengthen service consistency, and make the first 90 days count.

Why this matters: In hospitality, the employee experience starts long before a guest sees the result. If the first days on the job feel rushed, unclear, or unsupported, turnover risk goes up quickly. This checklist helps you spot whether your onboarding process is actually building confidence, consistency, and commitment—or quietly working against all three.

10 Signs Your Onboarding Process Supports Retention

Use this with your property leaders, department heads, or HR team. Check each item honestly.

■	1. We have a defined onboarding plan for each key role—not just a generic orientation checklist.
■	2. New hires understand what success looks like in their first 30, 60, and 90 days.
■	3. Managers complete structured check-ins during the first week and first month.
■	4. Shadowing is intentional and role-specific—not simply “follow someone around.”
■	5. We train service scenarios, guest interactions, and problem-solving—not just task completion.
■	6. Training is delivered consistently across shifts, departments, and locations.
■	7. We measure early turnover and track how long it takes new hires to feel confident in role.
■	8. Every new hire knows exactly who to go to for help, questions, or escalation support.
■	9. We show employees what growth could realistically look like inside our organization.
■	10. We ask for feedback on the onboarding experience and use it to improve the process.

Quick self-score: 8–10 checks = strong foundation. 5–7 = some meaningful gaps. 0–4 = onboarding is likely creating avoidable turnover, stress, and inconsistency.

Need a second set of eyes?

If you suspect there are gaps in your on-boarding experience—but you are not sure where they are or how much they are costing you—I help hospitality employers assess the employee experience behind retention, service consistency, and leadership effectiveness. Let's have a practical conversation about what's working, what's not, and where to tighten the process.



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