**How to Set it Up:**

1. **Outline Needs for the Program** 
   1. Goals of the Buddy Program: What do you want to get out of this? How will this help your new hires acclimate?
   2. Establish tasks & systems for Buddy: How often will they touch base with their buddy? What do we want them to cover/review with the new hire? When will they be introduced?
   3. Determine how Buddies will be matched: Will they be in the same department or different departments? What’s important in a Buddy?
   4. Establish a way to track who the Buddies are and ensure a rotation between Buddies as much as possible.
2. **Outline expectations for a Buddy:** Establish a checklist, timeline, or guide for the Buddy so they know what they need to do with every new hire. Great ways to incorporate the Buddy into their training is to:
   1. Introduce them at onboarding
   2. Have them give the restaurant tour
   3. Have them complete day 1 simple training tasks with the buddy
3. **Select Buddy from team:** Talk to your team about the program and why it’s important and seek out volunteers. Meanwhile, approach team members you think would be a good fit for the Buddy program. Find a way to reward your Buddy.
4. **Match with New Hires**

**What Qualities Make a Great Buddy?**

* Strong team member – both in general performance and teamwork
* Good communication skills
* Welcoming to new people on the team
* Same job level as new hire
* Availability/shifts match with new hire
* Eager to participate

**Sample Buddy Checklist**

* Introductions: Name, role, time with company, and a fun fact!
* Restaurant Tour: Give them a quick tour of the restaurant
* Week 1 Check Ins
  + See how they are settling in
  + Check on their trainers and if they are building relationships on the team
  + Ask if they have any questions
    - If they don’t have any questions, suggest some like...
      * If you’re sick and need to call out, how do you do it?
      * If there is a question about your paycheck, who do you ask?
      * If you miss family meal, how/where can you eat during your break?
      * If you forget to punch back in from break, what should you do?
* Week 2 Check ins
  + See how their training is going and if they feel like they are struggling with anything
  + Ask if they have seen an area of the restaurant that is often missed – like basement storage or trash area. If not, show them.
  + Ask if they are getting the hang of something that new hires always struggle with like punching in and out for breaks, finding an apron, etc. and offer advice.
  + Ask if they have any questions
* Week 3 Check Ins
  + See how they are feeling now that training is over
  + Ask if there is anything they didn’t learn or aren’t feeling confident about
  + Ask if they have any questions
* Week 4 Check Ins
  + At this point, check ins should be informal, natural, and casual
  + Are they happy working here? Are they planning to stay?
  + Laugh about something that was difficult last week, but is easy now or connect on something that was hard for the buddy at first