

Setting New Escape Room Staff Up for Success

This is an extra resource to go along with the original article:

[How to Hire Great Staff for Your Escape Room](#)

Once you've made an offer to new staff and they've accepted it, you begin the "onboarding" process, where you set them up for their new role.

Onboarding is something that should always be planned for so that new team members have the best chance of success in the role. It's never pleasant to feel like you've been "dropped in it" and have to simply find your own way.

The aim of onboarding is to make their role and yours as easy as possible to do well. Here are a few checklist items to consider:

- ☐ Make sure all required forms and payroll setup have been done prior to day one.
- ☐ Have a day one introduction plan. For example:
 - ☐ Show the team member where everything they need is located. Perhaps label cupboards or drawers to make this easier.
 - ☐ Explain the process, from a customer walking in until when they leave the escape room.
 - ☐ Ensure they have access to any tools they need, such as logins for software.
 - ☐ Have a workstation prepared for them (if needed).
- ☐ Have a copy of their job description available and an outline of daily tasks.
- ☐ Have key procedures (such as how to reset escape rooms) documented and kept somewhere that is easy for them to access. For example, perhaps you keep them on a shared drive.
- ☐ Introduce them to any other team members and explain their roles.
- ☐ Go over your expectations of their role. A key factor for good employee performance is that they have a clear understanding of what you expect.

- ☐ Explain core parts of “how we do things around here.” For example, these may include:
 - ☐ Where the employee should park
 - ☐ Dress code
 - ☐ How they should access the building
 - ☐ When they should arrive
 - ☐ Procedures for closing up
 - ☐ When and how payroll works.