



## First Day/Orientation Score Card

Date \_\_\_\_\_ Organization Day \_\_\_\_\_ Completed by \_\_\_\_\_

The First Day/Orientation Scorecard is a list of simple, no-cost or low-cost strategies that can increase employee engagement from day one!

### Instructions:

1. Review the scorecard before beginning.
2. Observe a person's first day. Check off statements that reflect the person's first day.
3. Ask the new employee about their first day and review statement items with an \*
4. Tally the score.
5. Discuss the results with stakeholders (le. HR, Hiring Managers, etc).
6. Choose unchecked strategies to implement for your next new employee.

### Focus on First Impressions

- ☐ The receptionist is aware of who is coming so he/she is prepared to greet them
- ☐ The receptionist welcomes the new employee warmly and sincerely
- ☐ A cheerful person is waiting for the new person in the lobby on their first day\*
- ☐ A resident is prepared to greet the new person by name\*
- ☐ A welcome gift was prepared and waiting for the new employee when they arrive

First Impressions Score \_\_\_\_\_ of 5

### Create Special Moments

- ☐ The referring staff member, if applicable, greets the new person
- ☐ The referring staff member, if applicable, joins the new person for complimentary snack/meal
- ☐ The buddy/mentor greets their new mentee enthusiastically
- ☐ A sign is displayed in the lobby (or other visible location) welcoming the new employee
- ☐ A post is shared on the organization's Facebook/Twitter/LinkedIn account highlighting the new employee and the values that they bring with them to the organization
- ☐ The team comes together on the new employee's first day for a snack or meal
- ☐ A unique, meaningful and memorable moment was experienced\*

Special Moments Score \_\_\_\_\_ of 7

### Orientation Must Do's

- ☐ Name cards or name tags are available and the new person's name is used throughout the day
- ☐ Waters and small healthy snacks are provided to the group
- ☐ The language used matches the culture of the organization and communication is clear to new comers (le. explain acronyms).
- ☐ Real-life stories are woven throughout the orientation to demonstrate values and expected behaviors in action
- ☐ Pictures and/or videos of organizational people/events are woven through the orientation and serve as a sensory boost



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- ☐ Games, activities and team exercises are included to create a special memory
- ☐ Supervisors/Leaders stopped in to introduce themselves or participate in part of the session
- ☐ The CEO (or Administration/Executive Director) dropped by to explain in their own words how grateful he/she is to have the new person join the team.

Orientation Score \_\_\_\_\_ of 8

### Leave a Lasting Impression

- A manageable assignment is given on day one and the person has the tools he/she needs to do their job\*
- The new employee was checked on throughout the day to ensure he/she is clear on expectations\*
- The new employee is given a hand-written note from a resident, their supervisor, or senior leader
- The new employee received positive reinforcement as to why they were hired and the important role they will play on the team
- One-on-one feedback is requested to ensure the day was a positive and memorable one!

Lasting Impression Score \_\_\_\_\_ of 5

### Scorecard

First Impression \_\_\_\_\_ of 5

Special Moments \_\_\_\_\_ of 7

Orientation \_\_\_\_\_ of 8

Lasting Impression \_\_\_\_\_ of 5

Scorecard Total \_\_\_\_\_ of 25

### Award Level

#### Bronze 10-15

You're off to a great start! Keep the momentum going.

#### Silver 15-20

Good job! Think of all the new employees that you're impacting.

#### Gold 20-25

Excellent! You know how to make a new employee feel welcome. Explore new ways to make their experience even more magical!

The asterisk \* indicates items that may require direct input from the new employee.