

# 10 QUESTIONS TO ANSWER BEFORE YOU HIRE ANYONE



Doing what you do best and hiring the rest...is key to your success!

However, bringing someone into your business life can be disruptive and unproductive if not done correctly. Preparation, communication and training will be the keys to success. It all starts with the new hire process.

Employees usually leave because of a feeling of uncertainty or confusion in their jobs. This comes from unanswered questions, assumptions, and feeling unconnected to their employer or place of business.

***Answer these ten questions to ensure you are **READY** to add a new member to your team and reduce employee turn!***

1. Do you know who you are hiring?
  - Make sure you are clear about who you want, what they will do, and how they will affect the current workplace environment.
  
2. What shifts do you need to be filled?
  - Keeping in mind that your expectations should be communicated in full at the time of the interview not after hiring.
  - Being upfront and honest at the beginning of this employment journey to avoid future complications.
  
3. Do you have a store policy in place so you are able to communicate your expectations and store mission with a new hire?
  - Build a training video for everyone to watch so that you know everyone is on the same page.
  - Never assume staff completely understand your mission and their role in achieving this mission - having things in writing as well as video format to be able to view helps reduce any confusion.
  - In your employee manual and paperwork, make sure you list:  
Compensation, benefits (store discounts, time off, breaks), how to clock in ((rounding to nearest 15 min as an example), where to park, dress code, expectations, non-negotiable standards, etc.
  
4. Do you have a compensation plan in mind?
  - How will you pay your staff? Hourly, commission, bi-weekly, monthly?

- Reduce any confusion or questions by properly explaining this process.
5. Will you be paying overtime?
    - Define who is able to work OT and who is not allowed to work OT?
  6. Are there any paid holidays?
    - Answer any commonly asked questions in your employee manual.
      - Can an employee take off the day before or after a major holiday?
      - How many Saturdays are they required to work? Highly recommend having these questions answered prior to calling them in for an interview.
  7. Have you prepared your 'new hire checklist?'
    - Complete with the entire onboarding process - this ensures everyone you bring on your team will be onboard the same way, therefore reducing confusion and surprises later on.
    - Include a non-compete agreement to have them sign at the time of hire (sample is in the Hub Training Library)
    - Include steps for background checks
      - Social media makes this very easy - it is better to be safe than sorry
    - Include payroll forms and documents to complete
    - Include your interview questions - questions that allow you to really get to know your potential employee (avoid yes or no questions)
  8. Have you prepared a location for new hire interview?
    - Creating a structured area for the interview process shows preparation and organization on your behalf from the start.
  9. How do you plan to train your staff once the hire has been made?
    - It is important to understand that you are the coach of your team and that the success of your business is based on the productivity of your staff when you are not looking!
    - It is hard to change an employee once they have been working for you for a while so therefore, I recommend training them right from the start. YIKES.. this is a lot!!! The list of ducks to get in a row before you hire anyone is a long one.
  10. Are you prepared to FIRE an employee who doesn't work out?

- Being aware of signs that a person is not contributing, not benefiting the company or is draining payroll and energy is time-sensitive in letting someone go.
- Know your rights according to your state to best prepare yourself for the inevitable.