



July 2017

THE MOTOR DEALER REPORT FROM AUSWILD & CO
PO Box 527 Kogarah NSW 1485
Chartered Accountants and Dealer Management Services

Website: www.auswild.com.au
Telephone: (02) 9588 0100
Facsimile: (02) 9588 7865

Tips and Strategies for New Employee Induction

Do you find that it is getting harder to find good employees for your dealership? So, when you do find the right person, you want to make sure that they stay a while, particularly if they are any good. A new employee's initial experience of your workplace can have a crucial impact on their future with your dealership.

This month, we bring you some tips on how you can make a new employee feel welcome and ensure a smooth transition. And because first impressions count, you will want to make sure you set a very high standard right from the very first day.

- Have a strong induction process that is well planned. This will vary depending on the department.
- Inductions should be done by the Department Manager or in bigger organisations by the HR Department.
- The following information should be provided and explained –

Job description including expectations of day to day activities. For example, if the employee is starting in sales (handling the phones, prospecting, follow-ups, management introductions, owner follow-ups, sales tools, sales contests).

Employee Evaluations and work hours, signed by both parties

Breaks – Lunch, morning tea, etc.

Annual leave and entitlements paid

Pay Periods, weekly, fortnightly, monthly

Employee Discounts (If any)

Sick Leave/Personal Leave Entitlements, Jury Duty etc.

Explain importance of their role

Information on the company

Company Mission Statement

Customer Service Standards

Management Flow Chart

Department operations

Meetings and Times to attend

Respect and Care of Company Property

WHS information

Drug and Alcohol use

Safety

Reporting of hazards/accidents

Codes of conduct

Operation and Care of Company Vehicles

Operation and Care of Customer Vehicles

Handling of Customer complaints/concerns

- Employee Handbook (Policy & Procedure Manual) including first aid & emergency procedures (have document signed stating this has been read and understood)
- Introduce to all team members and explain activities
- Introduce to Managers and team members of other departments (this will vary depending on the size of your business)
- Tour of the premises including relevant facilities. This includes water facilities, boardroom, meeting room, tea room, bathrooms, emergency exits and emergency meeting points. Also security access for entering and leaving the building after hours
- Safety training if working with hazardous chemicals
- Hands on training and coaching on their day to day roles
- Make sure they clearly understand their probationary period
- Have the employee sign a checklist saying induction training was completed

The following should be set-up and ready (this will vary depending on position) –

- Email account
- Business Cards
- Diary
- New office supplies
- Name plate/ Identification Tag
- Folder with Brochures
- Clean Office/Work station and phone
- Clean computer, keyboard, mouse
- And for something different, a welcome card signed by co-workers!

A proper new employee induction process will save you time, money and effort in the long run. Your new employee will start work effectively and efficiently and there will be less chance of injury in the workplace.

*This month's article was contributed by **Ian Parker** from Ian Parker Management Group, your onsite and online Dealership Mentor and Professional Sales Coach. Ian Parker, a licensed TOPGUN Coach has owned and operated 2 very successful, very profitable and highly awarded dealerships. He can be contacted by email at ian@ianparker.com.au. **Website:** www.ipmg.net.au*

For additional information, please contact your
Auswild Dealer Management Services Team

Vincent Choy Greg Jepsen James Dick Lee Payne

(02) 9588 0100

Important: This is not advice. Clients should not act solely on the basis of the material contained in this bulletin. Items herein are general comments only and do not constitute or convey advice per se. Also changes in legislation may occur quickly. We therefore recommend that our formal advice be sought before acting in any of the areas. This bulletin is issued as a helpful guide to clients and for their private information. Therefore it should be regarded as confidential and not be made available to any person without prior approval.