# Components of an Effective Orientation Program

**HISTORY OF ORGANIZATION**

**ORGANIZATION'S VISION – VALUES AND MESSAGE FROM EXECUTIVE**

**WHERE ARE WE TODAY AND WHAT ARE OUR GOALS FOR THE FUTURE?**

- organizational growth
- challenges ahead
- future plans

**ORGANIZATION STRUCTURE**

- organization chart
- names and titles of key management

**PROGRAMS PROVIDED BY THE ORGANIZATION**

**CLUB SERVICE STANDARDS**

**EMPLOYEE'S ROLE IN CLUB SERVICE**

**MISCELLANEOUS ITEMS**

- required clothing
- parking
- building access
- stationery supplies

**HEALTH AND SAFETY**

**PHYSICAL LAYOUT OF FACILITIES**

**JOB DUTIES**

- overview of the job
- job objectives
- relationship to other jobs
- job location
- job tasks
- job safety requirement

**INTRODUCTIONS (TO)**

- supervisors
- co-workers

**Organization POLICIES**

- payroll, hours of work
- expense reimbursement
- calling in sick or late
- probationary period
- disciplinary procedures
- goal setting
- performance evaluation

**EMPLOYEE BENEFITS**

- pay dates
- vacations and stat holidays
- rest breaks
- training and education benefits
- overtime
- employer-provided services to employees

**COMPUTER SYSTEM TRAINING INCLUDING EMAIL**