

New Hire Onboarding Checklist

for Hourly and Frontline Roles



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Use this checklist when onboarding a new hourly or frontline hire. It covers the critical steps from offer acceptance through the first 60 days. Consistent execution of these steps can reduce early turnover and protect your training investment.

After Offer Acceptance (Within 24 Hours)

- Send a welcome message (email or text) confirming start date
- Share what to bring: ID for I-9, bank info for direct deposit, W-4
- Include job-specific items: dress code, required gear, lunch info
- Provide contact name and number for questions
- Set expectations for what Day 1 will look like

Why this matters: candidates who hear nothing between offer and Day 1 are far more likely to ghost. A simple welcome message within 24 hours dramatically reduces no-shows.

1 Day Before Start

- Send arrival logistics: time, address, parking, entrance, who to ask for
- Confirm dress code and any required gear
- Share lunch/break details
- Send a brief reminder text or in-app notification
- Notify the team/supervisor that a new hire is starting
- Prepare workspace, badge, uniform, or equipment

Tip: the day-before reminder is one of the highest-impact, lowest-effort things you can do.

Day 1

- Greet new hire by name — *make them feel expected*
- Complete required paperwork: I-9 (verify ID in person), W-4, direct deposit
- Introduce to supervisor/manager face-to-face
- Tour of workspace: bathroom, break room, exits, key areas

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- Introduce to 2–3 team members
- Walk through first-week schedule and expectations
- Confirm shift times, break schedule, and communication channels
- Assign a buddy or go-to person for questions

Watch for: *if Day 1 is all paperwork and no people, new hires feel like a transaction. Lead with a human moment.*

First 90 Days

- End of Day 1:** Quick check-in — "How'd it go? Anything confusing?"
- Week 1:** Informal follow-up — settling in? Have what they need?
- Week 2:** Role clarity check — expectations clear? Anything unexpected?
- Day 30:** Structured check-in — job match expectations? Feel supported?
- Day 60:** Engagement pulse — satisfied with daily work? Concerns?

Key stat: *up to 20% of turnover happens within the first 45 days (SHRM, citing O.C. Tanner). Organizations with structured onboarding see significantly higher new-hire retention (Brandon Hall Group).*

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Quick Implementation Guide

Assign ownership: Decide who sends the welcome message, who handles Day 1, and who owns the 60-day check-ins. It does not have to be the same person, but someone has to own each step.

Create templates: Write one welcome message, one day-before reminder, and one Day 1 checklist for your team. Reuse them for every hire. Consistency beats creativity here.

Set calendar reminders: Block 5 minutes for each check-in (Week 1, Week 2, Day 30, Day 60). If it is not on the calendar, it will not happen.

Track what matters: Note which hires stay past 60 days and which do not. Over time, you will see which steps make the biggest difference for your team.

Why This Matters

- 88% of employees say their company's onboarding falls short (*Gallup*)
- Up to 20% of turnover happens within the first 45 days (*SHRM, citing O.C. Tanner*)
- \$5,475 average cost per hire for nonexecutive roles (*SHRM 2025*)
- 69% more likely to stay 3 years when onboarded well (*SHRM*)
- Organizations with structured onboarding see significantly higher new-hire retention (*Brandon Hall Group*)

Need help building this into your hiring process?

matchAmint helps employers create clearer job expectations, smoother candidate communication, and better handoffs from offer to Day 1.

Visit matchamint.work or schedule a conversation.

Legal Disclaimer

This checklist is for informational purposes and does not constitute legal, HR, or employment advice. The I-9 process is required by USCIS under federal law. Employers may not specify which identity documents employees must provide. Statistics cited are from third-party sources believed to be reliable; exact impact varies by employer, role, industry, and execution. Employers should consult appropriate legal, HR, or compliance professionals for guidance specific to their organization and jurisdiction.

In unionized settings, employers should review applicable collective bargaining agreements before implementing buddy, trainer, or mentor programs, or modifying onboarding procedures that may affect bargaining unit employees.

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