SERVICE BOSS TOOLKIT

BUSINESS TOOLKIT FOR LOCAL SERVICE COMPANIES

Hiring & Onboarding Pack

Ready-to-customize tools for finding, selecting, welcoming, and training service employees. Built for owner-led service companies that need dependable people and a repeatable hiring process.

WHAT'S INSIDE

- **Owner hiring guide** — Build a consistent and defensible process
- **Interview and scorecard tools** — Compare candidates using job related criteria
- **Offer and preboarding templates** — Create a clear path from yes to day one
- **First day and training plans** — Give new employees structure and support
- **Check ins and signoffs** — Catch concerns before they become turnover

SECTION 06 | TRACKER

Candidate Interview Scorecard

Candidate _____ **Position** _____

Interviewer and date _____

Score each area from 1 to 5 using the evidence collected. A score of 3 means the candidate provided adequate job related evidence. Do not inflate scores based on personality alone.

Competency	1 Limited	3 Adequate	5 Strong	Score
Reliability	No relevant example	Clear example of dependable attendance	Multiple examples plus proactive planning	
Customer service	Avoids ownership or blames	Handles concern professionally	Recovers trust and follows through	
Quality	Little detail or checking	Uses a reasonable checking method	Prevents errors and improves process	
Teamwork	Focuses only on own tasks	Supports team when needed	Actively improves team results	
Coachability	Defensive or vague	Accepts and applies feedback	Seeks feedback and shows growth	
Communication	Unclear or delayed escalation	Communicates issues promptly	Anticipates needs and confirms next steps	
Integrity	Avoids responsibility	Owns mistakes and corrects them	Shows strong judgment under pressure	

Total score out of 35 _____

Overall Recommendation

- ☐ Strong advance
- ☐ Advance
- ☐ Hold
- ☐ Do not advance
- ☐ Additional assessment needed

Evidence supporting recommendation _____

Decision Check

- Were the same core questions used for comparable candidates?
- Is the recommendation supported by documented job related evidence?
- Would the decision remain the same if protected personal information were removed?

SECTION 13 | GUIDE

Thirty-Day Training Plan

Period	Training focus	Employee standard	Manager action
Days 1 to 3	Orientation safety communication and core sequence	Follows directions and asks questions	Demonstrate observe and correct immediately
Days 4 to 7	Guided practice quality checks and pace	Completes core tasks with support	Use daily signoff and repeat weak areas
Week 2	Broader assignments customer awareness and teamwork	Works more independently while escalating concerns	Observe full work cycle and give specific feedback
Week 3	Consistency efficiency and problem solving	Meets quality standard across typical assignments	Compare results to written standard
Week 4	Independent performance and development plan	Performs core role reliably with normal supervision	Complete 30-day check in and confirm next goals

Thirty-Day Success Measures

Area	Expected evidence	Status
Attendance	Reports reliably and follows call out procedure	On track / Support needed
Safety	Uses materials equipment and protective practices correctly	On track / Support needed
Quality	Completes required checks and corrects missed details	On track / Support needed
Pace	Works steadily within reasonable job expectations	On track / Support needed
Customer service	Is respectful professional and protects privacy	On track / Support needed
Teamwork	Communicates helps and completes assigned responsibilities	On track / Support needed
Coachability	Accepts feedback and shows visible improvement	On track / Support needed