

ABOUT CLIENT

Industry: Hospitality

Size: 100+ employees, 3 restaurants

Name: King's Caffe

Project duration: 6 weeks

SERVICES PROVIDED

- Onboarding program
- Organizational Culture and Communication
- HR Policies and Procedures Design
- Internal Education and Workshops

CHALLENGE

The organization lacked a structured and consistent onboarding system, resulting in new employees entering the organization with minimal **information, confusing instructions, and no clear support**. This slowed their adjustment period and reduced their confidence during the first few weeks. For other departments, the constant **improvisation consumed** time and **resources** and created **noise** in communication.

SOLUTION

- ✓ Analyzed current processes with employees, managers, and leadership to identify challenges and needs.
- ✓ Created a bilingual Employee Handbook (digital and print) with QR codes linking to other 7 key policies, also created or revised: Work Regulations, Code of Conduct, Living and Working in Croatia Handbook (3 cities), and 2 role-specific handbooks.
- ✓ Implemented Mentorship and Buddy program for new employee support.
- ✓ Facilitated feedback workshops with all teams to finalize the program collaboratively.
- ✓ Established onboarding checklists and timelines for predictability and measurement, and trained all departments on their specific roles in the process.

If this resonates with you:

If new employees arrive at your company "blindly," and you feel that each onboarding starts from scratch – it's time to make a change. Contact me and let's build together an onboarding process that is clear, supportive, and effective.

GOAL

To design the onboarding experience from the ground up so that new employees:

- quickly understand their role and the organizational culture
- have clear information and support from day one
- integrate more rapidly into the team and operational flow
- that conditions are created for long-term development and retention.

BENEFITS

1. New employees have **integrated** significantly **faster** into teams and the work environment.
2. The **Employee Handbook with QR codes linking to 7 supporting policies** has provided an accurate source of information and quick access.
3. **Bilingual** documentation has given foreign workers a sense of respect and integration.
4. Thanks to the **Mentoring** and **Buddy** support **programs** and clear roles of other departments, new hires had personal support and **greater confidence** in their first weeks.
5. The organization now has a standardized and comprehensive onboarding process that **supports** and **engages** new team members from day one.
6. There is increased **transparency** and **clarity** during the first days of employment, which is key to **retaining quality people**.



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