

Training and Onboarding

Steps to bring on new hires and training, and the follow-ons.

- [Hiring Process](#)
- [Paperwork](#)

Hiring Process

Once we have decided which applicant to hire, the staffing department takes the following action steps to officially hire and onboard:

Corrin's Steps

1. Official Offer to Host

- Send the email below:
- "Hi NAME,
Thanks so much for interviewing for our open position! I enjoyed chatting with you, and would like to offer you the position of Host with Trivia Mafia!
At this time, we'd like you to start as the TRIVIA MAFIA CLASSIC OR INITIALS GAME LIVE host at LOCATION, FREQUENCY, DAY AND TIME.
If you accept and are available, we would have you begin your training on the site's next event - DATE OF TRAINING.
Please let me know if you are in, and if you have any questions!"
- Edit Name
- Choose the appropriate hosting gig and Delete the other gig listed
- Using Info from Customer Sites Master, Edit Location, Frequency, Day and Time
- Edit Date of Training
- Sign your name
- Send

2. Host Response

If they **accept** a role:

- Send the following email:
- "Woohoo! We are excited to have you start with us! I will be sending you a series of emails in the next few weeks to get you started.
The first will be an Official Welcome email. This will contain all of the steps we need you to complete to become an employee.
The second will be a Training Email which will give you instructions on training and connect you with the person who will be helping you train in on those first two weeks.
Then you will also receive an Intro Email which will introduce you and connect you with the wonderful folks over at Off the Rails.
Please let me know if you have any questions and again, welcome to Trivia Mafia!"

If they **decline**:

- Go to Staff Master
- Click Interfaces
- Click Contacted
- Select their Profile
- Scroll to Status
- Select "No Longer Interested" or "Not the Right Time - unavailable on day when current customers need support"
- Add relevant information to Notes and Sign with your Initials and Date

3. Update Staff Master

- Click Interfaces
- Go to Interview-Positive List
- Open applicant profile
- Enter in Start Date
- In Scheduled Event field, click + Add Record, begin typing name of site and select the location they've been hired for to connect that record
- In Status Field, switch from "Interviewed-Positive" to "Hired"

4. Update Sites Master

New Site

- In Sites Master: Click on tab Schedule Events
- Go to Host Needed table, locate the site and expand the record
- In Host Field: begin typing host name and select the host to connect the records
- In Host Needed field: click X next to Host Needed then Click + and select Trainer Needed

Existing Site

- In Sites Master: Click Life Cycles Event tab
- Click New Host Here on the side bar
- Click Open Form on the top bar under Life Cycle Events tab (there's an eye next to it)
- This will open a new window, fill in the form

Site Returning From Hiatus

- In Sites Master, click on tab: Schedule Events
- Go to Host Needed table, locate the site and expand the record
- In Host Field, begin typing host name and select the host to connect records
- In Host Needed field: click X next to Host Needed then Click + and select Trainer Needed

5. Update Host Google Calendar

- Locate the start date on the Calendar and make sure new host is listed for their site. Make sure to press "For this and all following events" to ensure it is a long-lasting calendar change!

6. Send Official Welcome Email

- Go to your email and click on Drafts
- Locate the Official Welcome Email for your new host
- Edit the pay schedule and date of the week they can expect their first payment
- Send email

7. Add Host to Gusto

- Go to Gusto.com
- Sign-In
- On the border on the left, click People
- Top right of screen, click blue Add Team Member button
- Use the Hosts Record on Staff Master to fill in First and Last Name and their email address
- Click Save and Continue at bottom of the screen
- Under Where Will They Work: Select Works From Home
- Under Work State: Select Site State
- Under Job Title: Select Hosting
- Under Department: Select Hosts
- Under Manager: Type in and Select Mary Kate
- Select the Start Date using Staff Master info
- Click Save and Continue
- Employee Type: Paid by the Hour
- Amount: \$18
- Not Tax Exempt
- Save and Continue
- Review information is correct and click Add (host) and Setup for Payroll
- Under Contact Preferences, make sure box is selected "Invite this employee to enter in their own details online"
- Under Time Off: Select Sick, Select "1 Hour per 28 Worked"
- Click Save and Continue
- Make sure Employment Eligibility Form is selected
- Click Save and Continue
- Uncheck I-9 and Welcome Digital Card
- Click Save and Continue
- Click Send Host Email
- Close Out

8. Set-Up Host Profile on App

Trivia Mafia Classic Host

- Go to play.triviamafia.com
- Log-In
- Locate 3 dots on the top right of screen
- Click dots
- Select Trivia Mafia Administration from drop down on left
- Scroll to the bottom and select Users
- Under *Select User to Change*: type in the new host's name and click search
- If no profile shows up: type in new host's email address and click search
- **If *no profile* shows up under name nor email address**: in the top right of the screen, click grey button Add User
 - In User Name field: add new host's email address from staff master
 - In Password type the new host's first name and add trivia. (Example: MatthewTrivia)
 - Copy the password into Password Confirmation
 - Click Save and Continue
 - Scroll down to Staff Permissions and Select the box "Staff Status"
 - Scroll to bottom of screen and click blue "SAVE" button
 - Exit Out
- **If *profile* shows up under either their name or email address**: Click on their Username
 - Scroll down to Staff Permissions and Select the box "Staff Status"
 - Scroll to bottom of screen and click blue "SAVE" button.
 - Exit Out

Initials Game Live Host

- Go to play.initialsgamelive.com

9. Send Host Email Regarding App Status

*Host **With** A Profile*

- Send the following email - be sure to Edit HOST with their name:
- "Hi HOST

Hope you're doing well and getting jazzed for your first shift coming up later this week.
I saw that you already had a player profile set-up in the Trivia Mafia app - that's great!

We've given you staff status as well so now when you go to play.triviamafia.com and login using those credentials, you should see options to both "Host a Game" and "Play a Game."

Your trainer will show you more of the behind the scenes of how to use it at your first training session.

Please let me know if you have any questions!"

*Host **Without** A Profile*

- Send the following email - be sure to Edit HOST with their name:

- Hi HOST!

Hope you're doing well and getting jazzed for your first shift coming up later this week. I have gone ahead and set you up with a Trivia Mafia app account so that you will have that ready to go for your first shift. Your username is your email (EMAIL) and your password (for now, feel free to change) is "PASSWORD"

We've given you staff status as well so now when you go to play.triviamafia.com and login using those credentials you should see options to both "Host a Game" and "Play a Game."

Let me know if you have any questions on that!"

10. When New Employee Emails Bio and Headshot

- Got to Airtable Staff Master base
- Select Staff Master tab on far left

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- **When new employee emails bio and headshot, add to Airtable Staff Master base, Staff Master table, Hired field under bio and headshot.**

Mary Kate's Steps

1. Post training shift in job opportunities page on Slack
2. Once a trainer is identified, go to the Life Cycle Events page in Sites Master, fill in the "New Hire Training Assignment Form". Now go to Host Needed page and change the site from "Trainer Needed" to "Good to Go"
3. Trainer email draft will go to Mary Kate's Gmail account. Once information is edited, that is sent out to new host, training host(s) with Mary Kate, Brenna, Corrin and the On-Call host on copy.
4. Go to Host Google Calendar and list trainer(s) on the correct dates for the site.

Paperwork

[Here](#) is a draft of the email we send to new hired part-time hosts in Minnesota. The only things we change when the site is not in Minnesota is the piece about the Minnesota state W4.

Action Items this email instructs them to complete:

- Read through hosting guides on Staff Kiosk
- Create a bio and photo and email to Mary Kate
- Complete state W4 and Employment Notification form
- Look for an email inviting them to Gusto (has come from Chuck) and when they receive it set up an account, complete federal tax forms and sign up for direct deposit.
- Fill out Vaccination Verification Form
- Join Slack (if they never have before) and join the Trivia Mafia Host Slack group
- Set up a profile on the Trivia Mafia app site if they don't already have a player account
- Submit the check-list to ensure we have a one-stop shop to see they've done everything

[Here](#) is a draft of the email we send to new hired contracted hosts. Mostly these folks are brought on for Private Events.

Action Items this email instructs them to complete:

- Read through hosting guides on Staff Kiosk
- Reminds them to fill in the W9 that they get emailed about separately
- Read through information about hosting on the app