

Retail Employee Training Checklist

Employee Details

Name		Position	
Start Date		Trainer	

Orientation

Task	Completed	Date	Trainer Initial
Welcome & Introduction to Team			
Tour of Store/Facility			
Review of Store Policies & Handbook			

Product Knowledge

Task	Completed	Date	Trainer Initial
Overview of Key Products			
Product Locations in Store			
Handling Returns & Exchanges			

Customer Service

Task	Completed	Date	Trainer Initial
Greeting Customers			
Handling Customer Complaints			
Upselling & Cross-selling			

Store Procedures

Task	Completed	Date	Trainer Initial
Opening & Closing Procedures			
Using the POS System			
Stocking & Inventory Procedures			

Health & Safety

Task	Completed	Date	Trainer Initial
Emergency Procedures			
Safe Lifting Practices			
Reporting Hazards			

Additional Notes