



 kayapush

 Greenspace

The Budtender Onboarding Checklist For Dispensary Owners

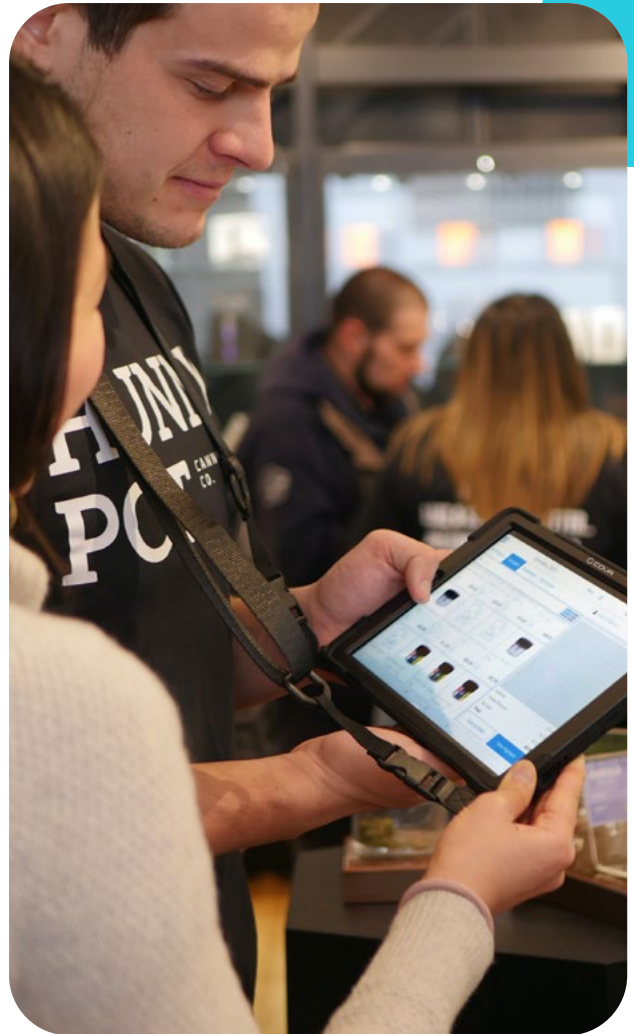
Systems, documents, and best practices for
budtender onboarding, a step-by-step guide.

A Complete Onboarding Checklist for New Budtenders

Dispensary operators know that having a team of knowledgeable and dedicated budtenders is vital to optimizing sales and staying compliant. But high turnover often poses a real threat to success. Luckily, this doesn't have to be the case.

Studies across multiple industries show that employee retention is heavily linked to the onboarding experience, and when it comes to the nascent cannabis industry and its evolving budtender workforce, the statement rings truer than ever.

We created these budtender onboarding checklists to help you retain the best talent and ensure your operations remain compliant with cannabis rules.



Onboarding SOPs Increased
Employee Retention by

50%

Proper Onboarding Increased
Long Term Retention by

69%

With Proper Onboarding, Employee
Satisfaction Is Increased by

20%

Source: TechJury 2022, 33 startling onboarding statistics to know for 2022

Tips for Recruiting

Finding the right budtender to represent your brand is essential for success in retail. So, before onboarding even begins, it pays to consider how to find the right people for the role. Here are some steps we recommend for recruiting:

Search relevant job websites that help cannabusiness hire.

Consider hiring through a social media campaign.

Launch an employee referral program.

Write an engaging and descriptive job posting.

Set up applicant tracking software to streamline the process.

Share clear guidelines and requirements for the role.

Ensure your applicant tracking process shares those guidelines.



Tips for Hiring

Just like onboarding, interviewing and hiring is a process that can be systemized and refined.

Here are some quick tips to streamline your interviewing and hiring process before we get into the onboarding process.

PRE-HIRING CHECKLIST

Outline your hiring process and build SOPs.

Prepare your interview questions ahead of time.

Prepare your reference questions in advance.

During the interview, ask questions that are industry specific, situational, and experience based.

Consider software that allows you to keep track of interview questions and notes.

Call in candidates' references before making a decision.

If required based on your location, run any background checks and verify licenses and certifications with the issuing bodies.

Review job requirements, time commitment, and expectations before officially making the hire.

Onboarding Your New Hire

Congratulations—if you are ready to onboard your new hire, you have likely completed the arduous task of finding, interviewing, and hiring the right talent.

Because onboarding is linked to retention, these next steps are paramount to keeping great hires. The first steps of onboarding should include the following high-level tasks. We will go into more detail later in the guide.

Onboarding a new employee should include these high-level steps:

PRE-ONBOARDING CHECKLIST

Share processes and timelines for onboarding with the new hire.

Prepare, and have employees sign required documents (see documents to gather).

Inform the HR department (if applicable).

Upload or store all your signed employee documents in a safe location.

Ensure all employee documents are up to date and authenticated.

Input all relevant employee information into your employee management system.

Confirm availability, and input it into your employee management system.

Provide your new hire with training materials.

Provide any onboarding swag (uniform, goodies, etc).

Share a new hire announcement with the team.

Share the training manual with the new hire.

Share the training timeline with your new hire.

Assign an onboarding mentor, or support system.

Book check in-dates 30, 60, and 90 days from the hire date.

Setting up your Systems

Running a business, especially one with many moving parts and people, requires the implementation and use of systems to make it more manageable.

Systems could be software you use to automate or track tasks, or standard operating procedures based on existing best practices. Here are some of the systems we recommend you use when onboarding a new hire.

SYSTEMS CHECKLIST

A project management system to keep track of SOPs and ToDos.

An applicant tracking system to help you streamline the recruitment process.

An HRIS system that allows your employees to self-onboard.

Software that allows for the digitization of documents and licenses.

An integrated HR and payroll solution to easily keep track of employees' personal documents like tax slips, ROEs, direct deposit information, and their contact details.

A smart scheduling tool that will allow you to set up employees' schedules during the onboarding process.

SOPs around your onboarding process.

SOPs around your training process.

Gathering Documents and Information

Depending on your jurisdiction, the documents you need from a potential hire may vary. However, there are key documents all employers should get from a new budtender hire.

You should consult your local cannabis government agency for more specific information. Be mindful that in U.S. states that regulate cannabis sales, the requirements may vary from city to city or county to county. In Canada, the laws are Provincial.

The following documents should be digitized and uploaded into your HR platform for compliance purposes, and to streamline your operations.

REQUIRED CANADIAN DOCUMENTS FOR ONBOARDING

Void check.

Required licenses and certifications.

Criminal or background record check.

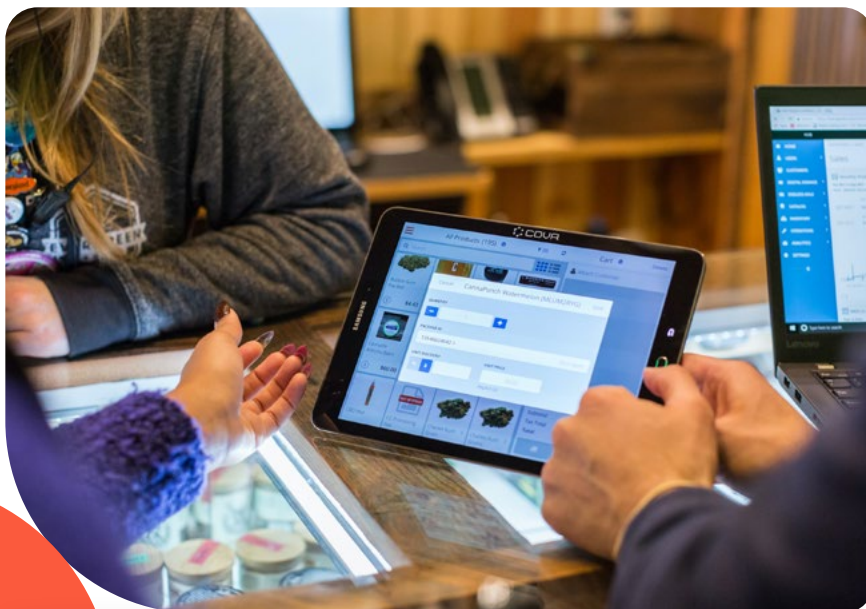
Contract or work agreement.

TD1.

Health and Benefits information, if applicable.

Cannsell Certificate.

Photo ID.



REQUIRED AMERICAN DOCUMENTS FOR ONBOARDING

W-4 Form.

State Tax Form.

I-9 Forms.

Non-disclosure agreement.

Void check.

Required licenses and certifications.

Criminal Record Check (If applicable).

Contract or work agreement.

Social Security Information.

ID or Passport.

Training Manual Checklist

Having formal and consistent employee training, including an onboarding manual, is a great way to share information with new hires in a comprehensive way. Consider including the following sections in your training manual:

Table of contents and structure.

Company culture overview.

Clearly defined tasks and roles for the budtender position.

The rules.

Company goals, values and mission.

Important SOPs for budtenders.

Compliance information.

Training details.

Resources and contact information for support.



Training Checklist

There is a lot to learn as a budtender. Budtenders have to be experts on an array of products and know how to sell them. They must master point-of-sale systems, scanners, and inventory management software. So it should be no surprise that training is an essential piece of the onboarding puzzle. Here are some training SOPs we recommend.

Product knowledge training.

Training around how to sell products.

Software and tools training.

Opening and closing SOPs training.

Compliance training, including how to check customers' IDs.

Retail management training.

Training around how to handle deliveries.

Training around how to handle finances.

Cash-out training.

Inventory management training.

Training on how to handle and label products.

This guide was created in partnership with KayaPush and Greenspace. Streamline your dispensary operations with this powerful suite of people management and project management tools.

Greenspace by AnamiTech

Few businesses are as challenging to operate today as regulated cannabis. **Greenspace** is a team collaboration and work management tool designed by cannabis operators for cannabis operators. It is cost-effective, intuitive software that helps your staff manage complex tasks, licenses and locations, deadlines, and projects, all from one easy dashboard. Keep track of important projects, monitor your staff's productivity, perform self-audits, and stay compliant. Greenspace is where cannabis work gets done. Visit greenspacepro.com.

KayaPush

Kayapush is the all-in-one employee management platform helping dispensary owners streamline payroll, HR, scheduling, and more. KayaPush makes budtender onboarding a breeze with an integrated applicant tracking and HRIS solution. With KayaPush, employees can self-onboard, documents are digitized, and payroll is done. KayaPush also integrates with leading dispensary POS systems, providing you with labor vs sales insights like never before. Want to learn more?



TRY IT FOR FREE