COMMONWEALTH BUSINESS TRAVEL GROUP

EMPLOYEE ONBOARDING/RETENTION

CLEARWATER FL

1.21.26

EMPLOYEE ONBOARDING & RETENTION

- Interview by department lead & upper management

- Review Core Values and alignment to culture

- Personality assessment (Lighthouse Consulting)
  - Determine strengths & weaknesses
  - Spot behavioral concerns prior to hiring

- Review benefits

- Bring on-sight once hired for training

STRUCTURED ONBOARDING (FIRST 90 DAYS)

- 30-60-90 day onboarding roadmap for each dept

- Clear role of expectations and milestones

- Assigned mentor or onboarding buddy

- Early exposure to live bookings

TRAINING THAT BUILDS CONFIDENCE

- Blend live and recorded training (support library with recordings that can be reference later)

- Use preferred suppliers for supplier-led education and trainings

- Sales-focused and customer service training

- Booking simulations and role-play

- Formal mentor program (6–12 months)

- Peer cohorts that start together

- Group chat support for questions and wins

- Shadow experienced agents or others in same role

COMPENSATION & GROWTH PATH

- Transparent commission/incentive structures

- Profit sharing

- Miles/free airline tickets/hotel stay giveaways

- Clear timeline for pay raise considerations

- Bonuses tied to performance or tenure

- Defined career paths and opportunities

ENGAGEMENT

- Employee spotlights (social media, internal newsletters, monthly video communications, etc)

- Familiarization (FAM) trip opportunities

- Annual all company meetings

- Team bonding retreats

- Exclusive incentives for newer hires

- Preferred partner introductions

ONGOING FEEDBACK & RECOGNITION

- Monthly, quarterly check-ins one on one

- Annual reviews (feedback from both employee and manager)

- Weekly huddles for agents

- L10 (Traction EOS works well for us)
  - Walking calls with 1 leader

- Celebrate wins and milestones

- Employee Engagement Surveys with Responses (listening is key)
  - Ex. 50% fitness membership paid monthly, additional PTO days allowed for Fam trips, policy accrual policy adjusted, additional communication methods
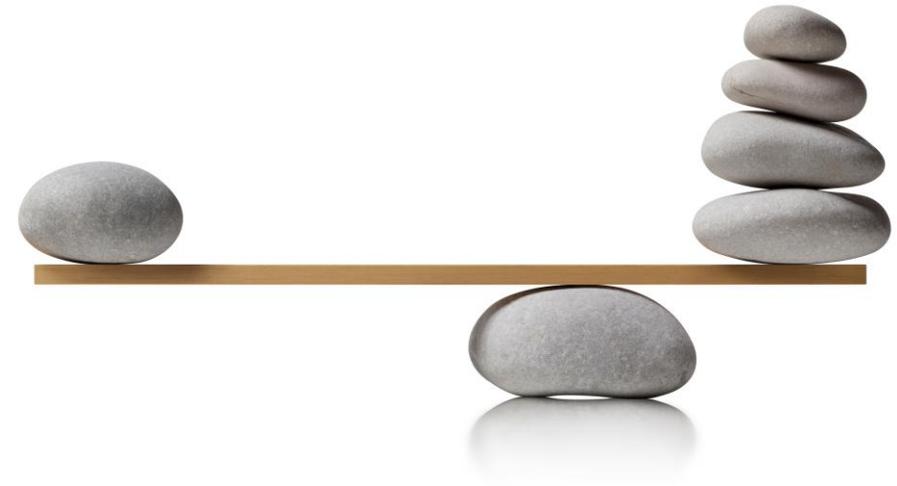
CRITERIA	SCORE	SUB-TOTAL		CRITERIA	SCORE	SUB-TOTAL
Quality of Work (Out of 15 Marks)		0		Interpersonal relations/ behaviour (Out of 30 Marks)		0
Accuracy, neatness and timeliness of work				Responds and contributes to team efforts		
Adherence to duties and procedures in Job Description and Work Instructions				Responds positively to suggestions and instructions and criticism		
Synchronization with organizations/functional goals				Keeps supervisor informed of all details		
Work Habits (Out of 15 Marks)		0		Adapts well to changing circumstances		
Punctuality to workplace / Attendance				Seeks feedback to improve		
Does the employee stay busy, look for things to do, takes initiatives at workplace				Quality/Accountability/Engagement		
Submits reports on time and meets deadlines				ETI Core Value	Max. Marks	25
Job Knowledge (Out of 15 Marks)		0		CRITERIA	SCORE	SUB-TOTAL
Skill and ability to perform job satisfactorily				ETI Core Values (Out of 25 Marks)		0
Shown interest in learning and improving				100% Engagement/All-in		
Problem solving ability				Innovative/Outside the box		

Name of Employee:	
Department:	

Core Values	Please give ex

Core Value Examples	
100 % Engagement/All In	
Innovative/Outside the box	
Urgency	
Make Mom Proud	

Were items you brought forward during your last review followed-up on and completed?

What would make ETI better?

What are some areas that you would like to grow or develop in?

Is there someplace you would like to progress or transition to within ETI should the opportunity arise?

CULTURE, TOOLS & FLEXIBILITY

- Recognition and incentive programs

- User-friendly technology and CRM tools

- Centralized training resources

- Flexible schedules and **WORK-LIFE BALANCE**

THANK YOU