# Onboarding Process (for location leaders)

**Receive Application**

**Review Application**

- Check for social media
- Review resume
- Text or email if you need more info (this gives them a chance to prove they are good at communicating…the faster they get you what you need the better)

**Determine whether candidate warrants a phone interview**

**Set Up Phone Interview via Text or Email**

**Do Phone Interview**

The primary goal of this interview is to get the candidate talking in order to learn more about them. Feel free to freestyle in order to do so but not neglecting the questions listed below.

Stage 1 questions:

- Are you local to (wherever you are hiring from)?
- What drew you to apply to Sunwave?
- What have been your prior jobs?
- What does your driving record look like?
- Do you smoke or vape?
- Do you have a criminal record?

Stage 2 questions:

- What appeals about plumbing?
- What is something outside of work you are passionate about?

Stage 3 questions:

- Is there anything I can tell about working here?
- How do you go about learning new things?

Stage 4 questions:

- Where do you hope to be professionally in 3 years?
- What does success look like for you and how do you plan on getting there?

Final question:

- If we were to set up a second interview with you, how would you prepare?

**Determine if they should do an in person interview**

**Text or email them letting them know whether or not we plan on moving forward with an in person interview and find time and place to meet and put it on the calendar**

*Make sure they review the Sunwave Growth website prior to the interview and come prepared with questions. The main things they should be looking for on the website are:

- Wage
- Benefits
- Expectations
- Career growth
- Policies
- Principles

**Do in person interview with a location owner**

- Use these interview questions Interview #1
- If they do not seem like a good candidate to move forward with pretty quickly feel free to shorten the interview and ask less questions. (No reason to waste anyone's time)

**If they seem likely to move to a ride along, jot down some notes during or after the interview to hand off to whoever is doing the ride along. These notes should include some things that stuck out as positive as well as some red or yellow flags that they can be looking out for or asking questions about.**

**Let them know we will be in touch about scheduling a ride along**

**Determine whether the candidate moves on to a ride along (talk to another team member to help make a decision)**

**Reach out to the admin team to schedule a ride along and make sure who they will be riding along with has your interview notes.**

**Ride along with a Level 6 technician or above**

- Again during the ride along get the candidate talking and learn as much about them as possible. Watch them work, determine if they are intuitive, helpful, excited to be there, hard working, don’t mind getting messy, fun to be around, etc.
- Be sure to make it clear that if we decide to move forward it would be for the 20 day internship not a guarantee of anything else.

- We also love it if the trainers seek to identify some sort of gift that the trainee might really appreciate and get it for them. This is an amazing opportunity to have candidates see that Sunwave is big into giving and it can make for a powerful moment in their lives.

**At the end of the ride along, let the candidate know we will be in touch about next steps within the next few days.**

**Talk with another team member about the candidate and make a decision about whether to move forward or not.**

**Let the candidate know what you decided via text, call, or email**

**Determine start date for internship with the candidate**

**Send welcome email**

- Start date and time
- Uniform sizes (and timeline for getting a uniform)

**Decide who their trainer will be (ideally whoever they did the ride along with)**

The trainer will be responsible for communicating:

- Where and when to meet
- Getting their shirts to them
- Making sure they have access to the 20 Day Internship Planner
- And ride along waiver is received

**Two weeks into the internship try to have a final decision about whether the candidate will move on to level 1 or not (this helps the admin team order the uniform in time). If not there can be a discussion about them not finishing out the internship.**

**Before the internship is up, let the candidate know what your final decision is.**

Hello,

We're excited to have you joining the Sunwave Plumbing team! Below is some important information to help you prepare for your first day.

**First Day Details**
Please plan to arrive at our shop at 8:00 AM on your first day. Our address is 3000 Berkmar Dr.

Mondays are reserved for our weekly team meeting, so you'll start the day by joining the team and getting acquainted. After the meeting, you'll ride along with your trainer for the remainder of the day to begin hands-on learning. A full uniform will be provided once you successfully complete your 20-day internship. Until then, please wear comfortable, job-appropriate clothing suitable for hands-on work.

**Gusto Setup**
Before your first day, please download the Gusto app and sign in using Streamline Plumbing. Once logged in, you will need to complete your personal and tax information through Gusto. This is required for payroll and onboarding.

As part of our standard hiring process, we will also be conducting a background check. You will receive instructions separately if any additional information is needed from you.

**What to Bring on Day One**
Please bring the following items with you to the office on your first day:

- Driver's License
- Social Security card

These are required to complete your employment verification.

If you have any questions before your start date, feel free to reach out. We're looking forward to working with you!

Welcome to the team,
Sunwave Plumbing

https://apps.apple.com/us/app/gusto-mobile/id1478804271