



LESSON 2

A FRAMEWORK FOR A SUCCESSFUL FIRST 90 DAYS

Introduction: Setting the Stage for Long-Term Success

The first 90 days are a critical period in any new employee's journey. It is during this time that they will form their initial impressions of the company, build their key relationships, and lay the foundation for their future success. A structured and supportive 90-day plan is one of the most powerful tools you have for ensuring that your new hire gets off to a great start and becomes a productive and engaged member of your team.

The 30-60-90 Day Plan: A Roadmap for Success

A 30-60-90 day plan is a simple but effective framework for structuring a new hire's first three months on the job. It outlines a clear set of goals and priorities for each 30-day period, providing the new hire with a roadmap for success and a clear way to measure their progress.

The First 30 Days: Learning and Listening

The focus of the first 30 days should be on learning and listening. The new hire should be a sponge, soaking up as much information as they can about the company, the culture, the team, and their role.

- **Goals:**
 - Complete all new hire training.
 - Meet with key team members and stakeholders.
 - Gain a deep understanding of the company's products, services, and customers.
 - Learn the key systems and processes for their role.
- **Manager's Role:** The manager should provide a high level of support and guidance during this period, with daily check-ins and regular feedback.

The Next 30 Days (Days 31-60): Contributing and Collaborating

In the second month, the new hire should begin to transition from a passive learner to an active contributor. They should start to take on more responsibility and to collaborate with their colleagues on small projects.

- **Goals:**
 - Begin to manage their own projects and tasks.
 - Identify and suggest areas for process improvement.
 - Build strong working relationships with their colleagues.
 - Achieve their first "small win."
- **Manager's Role:** The manager should begin to give the new hire more autonomy, while still providing regular coaching and support.

The Final 30 Days (Days 61-90): Taking Ownership and Driving Results

By the end of the first 90 days, the new hire should be fully integrated into the team and beginning to take ownership of their role. They should be working independently and starting to drive meaningful results.

- **Goals:**
 - Take full ownership of their key responsibilities.
 - Begin to proactively identify and solve problems.
 - Demonstrate a clear understanding of how their work contributes to the larger goals of the team and the company.
- **Manager's Role:** The manager should transition to a more hands-off management style, providing ongoing feedback and support as needed.

The Importance of Regular Check-Ins

Throughout the first 90 days, it is crucial for the manager to have regular check-ins with the new hire. These check-ins provide an opportunity to:

- Provide feedback on their performance.
- Answer any questions they may have.
- Address any challenges or concerns.
- Ensure they are on track to meet their 90-day goals.

We recommend a schedule of:

- Daily check-ins for the first week.
- Weekly check-ins for the first month.
- Bi-weekly check-ins for the second and third months.



ACTIVITY: BUILD YOUR OWN 30-60-90 DAY SUCCESS PLAN

What You'll Do

Create a roadmap for your first three months in a new role. This shows you exactly what to focus on and when.

Time needed: 60-90 minutes

Instructions

Step 1: Choose Your Role (5 minutes)

Pick ONE role that matches your career path:

Hospitality:

- Front Desk Supervisor
- Restaurant Team Leader
- Events Coordinator
- Guest Services Manager

Corporate:

- Marketing Coordinator
- HR Assistant
- Sales Representative
- Project Administrator

Step 2: Review SMART Goals (10 minutes)

Every goal must be SMART:

- Specific - Clear and detailed
- Measurable - You can track progress
- Achievable - Realistic for the timeframe
- Relevant - Connects to the role
- Time-bound - Has a deadline

Examples:

✗ Bad: "Get better at customer service"

✓ Good: "Achieve 90% positive guest feedback by day 60"

✗ Bad: "Learn the system"

✓ Good: "Complete all POS system training modules by day 15"

Step 3: Create Your Plan (60 minutes)

Download the workbook and fill in your goals for each period.

- Specific - Clear and detailed
- Measurable - You can track progress
- Achievable - Realistic for the timeframe
- Relevant - Connects to the role
- Time-bound - Has a deadline

Days 1-30: Learn & Absorb

Focus on understanding how things work.

Write 3-5 SMART goals

Example - Front Desk Supervisor:

- Complete all safety training by day 10
- Shadow each shift type twice by day 20
- Meet all 6 department heads by day 30
- Handle 20 check-ins independently with 95% accuracy by day 30

Example - Marketing Coordinator:

- Review last 6 months of campaigns by day 10
- Set up all marketing tools by day 15
- Meet with sales and design teams by day 20
- Publish first social post with approval by day 30



Days 31-60: **Contribute & Build**

Start adding real value.

Write 3-5 SMART goals

Example - Restaurant Team Leader:

- Reduce table turnover from 75 to 65 minutes by day 60
- Train 3 new servers on POS by day 50
- Run 4 shifts as lead manager by day 60
- Zero complaints on your shifts for 2 weeks by day 60

Example - HR Assistant:

- Process 30 onboarding files with zero errors by day 60
- Launch one employee engagement activity by day 55
- Build FAQ resource guide by day 50
- Conduct 5 exit interviews by day 60

Days 61-90: **Lead & Optimise**

Take ownership and improve processes.

Write 3-5 SMART goals

Example - Events Coordinator:

- Manage 2 events (50+ guests) start to finish by day 90
- Create event checklist that cuts setup time by 20% by day 80
- Build relationships with 5 new suppliers by day 85
- Achieve 95% satisfaction rating by day 90

Example - Sales Representative:

- Close 5 deals independently by day 90
- Build pipeline of 20 qualified leads by day 85
- Hit 100% of monthly target by day 90
- Document 3 common objections and solutions by day 80

Step 4: Complete Your Workbook

For each goal, include:

- Success metric - How will you measure it?
- Resources needed - What tools, training, or people?
- Potential challenges - What might stop you?
- Solutions - How will you overcome challenges?

Step 5: Self-Check (10 minutes)

Review your plan:

- ✓ Are all goals SMART?
- ✓ Can you realistically achieve these?
- ✓ Do goals build on each other (learn → contribute → lead)?
- ✓ Is "success" clearly defined?
- ✓ Would your manager understand this plan?

Fix any "no" answers before submitting.

Submit Your Work

Upload your completed plan with:

- ☐ Your chosen role
- ☐ Success metrics for each goal
- ☐ 3-5 SMART goals for each 30-day period
- ☐ Challenges and solutions

Knowledge Check Quiz

Complete the 9-question quiz to move forward.

Sample questions:

- ☐ What does SMART stand for?
- ☐ What's the main focus of days 1-30?
- ☐ Should goals in days 61-90 focus more on learning or leading?

How You'll Use This

- ☐ **New job?** Share with your manager in week one
- ☐ **Current role?** Adapt for your next promotion
- ☐ **Interview?** Use when asked about your first 90 days
- ☐ **Managing others?** Template for onboarding your team

Pro Tip: Save this template. Use it every time you start something new.