

Chapter 9 Outline

Orientations

- The General Property Orientation
- The Specific Job Orientation
- Pre-Employment Orientation
- Orientation Activities
- Creative Approaches to Orientation
- Orientation Follow-Up
- The Re-Orientaion Approach
- Factors Important for a Successful
Employee Orientation
- Evaluating Orientation

Socialization

- Designing the Socialization Process
- Approaches to Socialization

Competencies

1. Describe how hospitality companies benefit from comprehensive, effectively conducted employee orientation programs. (pp. 289–290)
2. Distinguish general orientations from departmental/specific job orientations and pre-employment orientation. (pp. 290–299)
3. Identify the orientation activities that continue after new employees complete initial orientation sessions. (pp. 299–309)
4. Describe the socialization process that continues after the initial orientation sessions. (pp. 309–315)