ChecklistGuro

Flower Shop Employee Training Checklist

Onboarding & Shop Introduction

Covers shop layout, team introductions, policies, and initial paperwork.

Welcome Message & Shop Overview

Write something...

Employee Name

Write something...

Start Date

Write something...

Position/Role

- [ ] Florist
- [ ] Delivery Driver
- [ ] Sales Associate
- [ ] Designer

Review of Employee Handbook (Initial Acknowledgment)

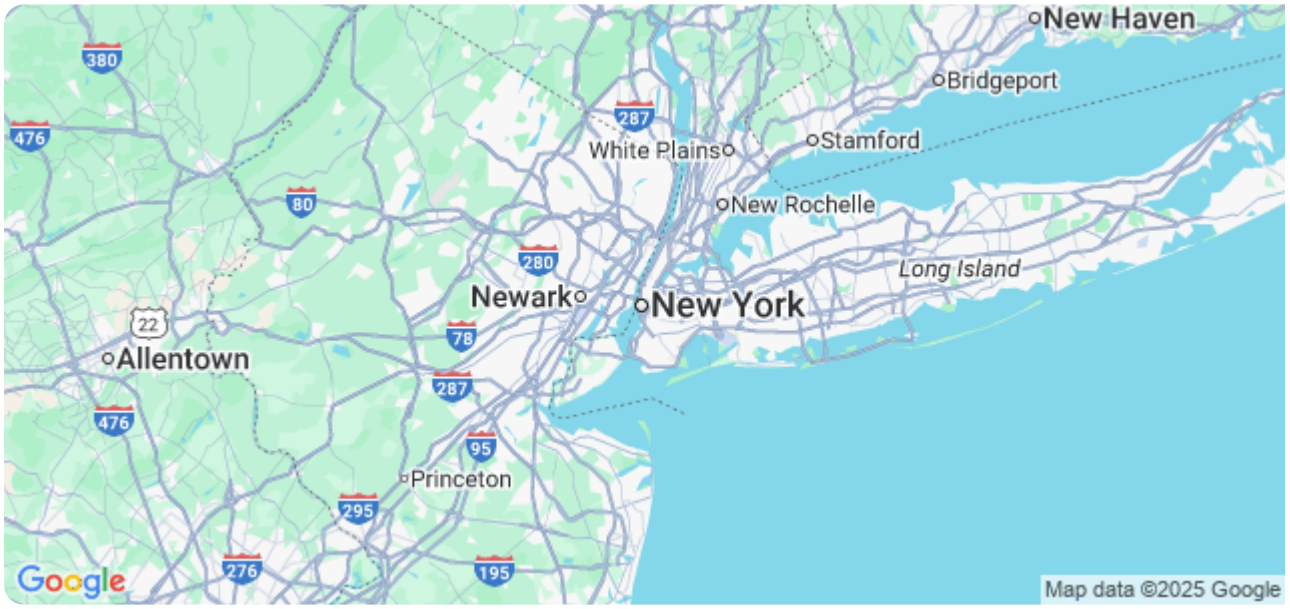
Write something...

Key Contact Person (Manager/Mentor)

- [ ] Manager 1
- [ ] Manager 2
- [ ] Senior Florist

Shop Layout Familiarization (Confirm Location Visited)

Set My Current Location



Flower Handling & Care

Includes proper receiving, hydrating, storage, and handling techniques for various flower types.

Receiving Instructions - Supplier Specific

Write something...

Flower Count Upon Delivery

Enter a number...

Flower Condition Upon Arrival (Overall)

- [ ] Excellent
- [ ] Good
- [ ] Fair
- [ ] Poor

Specific Flower Damage (Check all that apply)

- [ ] Bruising
- [ ] Wilting
- [ ] Spots
- [ ] Broken Stems
- [ ] Mold

Delivery Date

Enter date...

Delivery Time

Hydration Solution Used (Brand & Mix)

Write something...

Water Temperature (°F)

Enter a number...

Design & Arrangement Basics

Fundamentals of floral design, color theory, and arrangement styles.

Explain the principles of floral design (balance, proportion, rhythm, harmony).

Write something...

Select all that apply: What are the basic color theory concepts?

- [ ] Complementary Colors
- [ ] Analogous Colors
- [ ] Monochromatic
- [ ] Triadic

What is the recommended ratio of greenery to focal flowers in a small arrangement?

Enter a number...

Choose the most appropriate container for a modern, minimalist design:

- [ ] Ceramic Vase
- [ ] Wire Basket
- [ ] Glass Cylinder
- [ ] Rustic Planter

Describe how to create a spiral arrangement technique.

Write something...

Which stem trimming technique maximizes water uptake?

- [ ] Straight Cut
- [ ] Slanted Cut
- [ ] Crush Stem End
- [ ] Cut Under Water

Point of Sale (POS) System

Training on the shop's POS system, including order entry, payment processing, and customer interactions.

Login Credentials (Username/Password)

Write something...

Employee ID

Enter a number...

Payment Types Accepted (Select All)

- [ ] Cash
- [ ] Credit Card
- [ ] Debit Card
- [ ] Gift Card
- [ ] Online Payment

Procedure for Processing Credit Card Payments

Write something...

Procedure for Handling Cash Transactions

Write something...

Discount Application Procedures (Select One)

- [ ] Manager Approval Required
- [ ] Specific Discount Codes
- [ ] Percentage Based

Return/Exchange Policy Details

Write something...

Sales Tax Rate

Enter a number...

Order Fulfillment & Delivery

Processes for fulfilling orders, preparing deliveries, and ensuring customer satisfaction.

Order Number

Enter a number...

Delivery Date

Enter date...

Delivery Time Window Start

Delivery Time Window End

Delivery Method

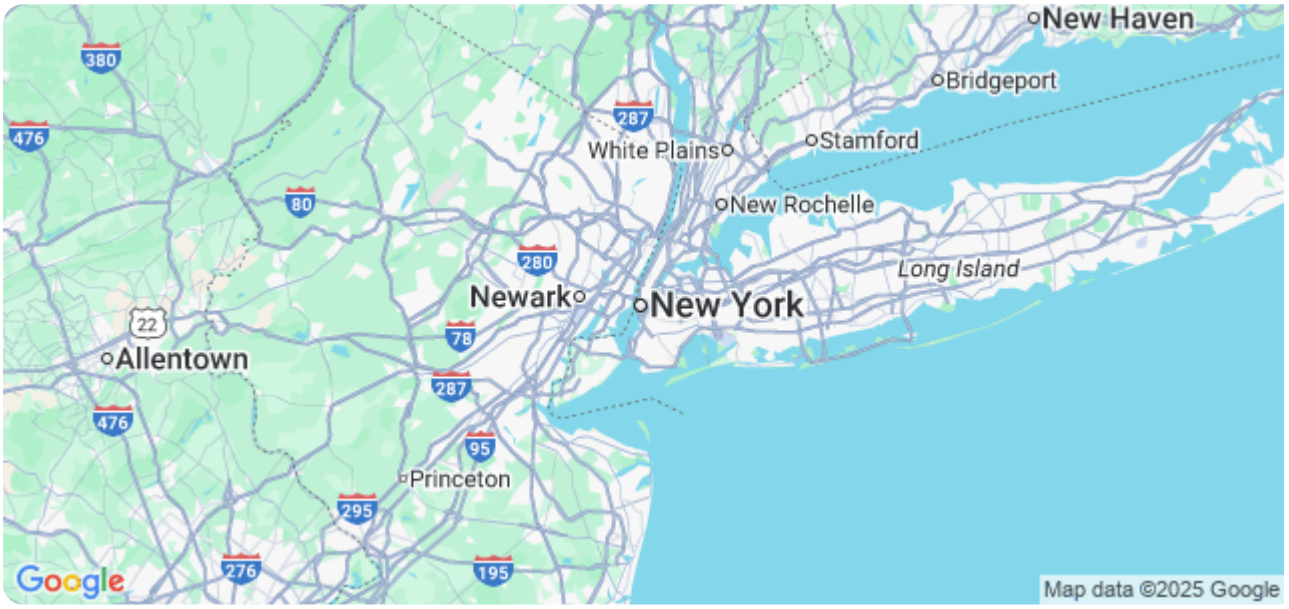
- [ ] In-Shop Pickup
- [ ] Local Delivery
- [ ] Courier Service

Delivery Instructions (e.g., Gate Code, Apartment Number)

Write something...

Delivery Address

Set My Current Location



Special Handling Required?

- [ ] Fragile
- [ ] Perishable
- [ ] Signature Required

Total Items

Enter a number...

Customer Service & Communication

Techniques for providing excellent customer service and handling inquiries effectively.

Greeting Protocol - Describe the standard greeting used when customers enter the shop.

Write something...

Handling Complaints - Select the correct procedure for escalating customer complaints.

- [ ] Inform Manager Immediately
- [ ] Attempt to Resolve Independently
- [ ] Transfer to Another Team Member

Active Listening Techniques - List techniques for actively listening to customer requests.

Write something...

Communication Channels - Which channels are employees authorized to use for customer communication?

- [ ] Phone
- [ ] Email
- [ ] Social Media Direct Messages
- [ ] In-Person

Dealing with Difficult Customers - Briefly describe strategies for handling difficult or frustrated customers.

Write something...

Order Clarification - Select the proper response when an order requires clarification.

- [ ] Assume the Request and Proceed
- [ ] Politely Ask Clarifying Questions
- [ ] Tell the Customer What You Can Do

Safety Procedures

Covers shop safety protocols, including handling sharp tools, chemicals, and emergency procedures.

Emergency Contact Information Review

Write something...

Potential Hazards Identified (Check all that apply)

- [ ] Sharp Tools
- [ ] Chemicals (Floral Preservatives)
- [ ] Slippery Floors
- [ ] Heavy Lifting
- [ ] Electrical Equipment

Location of First Aid Kit

Write something...

Location of Fire Extinguisher(s)

Write something...

Date of Last Fire Extinguisher Inspection

Enter a number...

Date of Last Safety Training Review

Enter date...

Employee Signature Acknowledging Safety Procedures

Product Knowledge (Seasonal)

Focuses on understanding current seasonal flowers, plants, and related products.

Current Seasonal Flowers (Check all that apply)

- [ ] Roses
- [ ] Lilies
- [ ] Sunflowers
- [ ] Dahlias
- [ ] Chrysanthemums
- [ ] Peonies

Brief Description of Key Seasonal Flower Characteristics (e.g., Rose – Fragrance, Durability)

Write something...

Typical Vase Life (Days) – Rose (example)

Enter a number...

Peak Season Start Date – Sunflower (example)

Enter date...

Common Color Variations – Peony (Select one)

- [ ] Pink
- [ ] Red
- [ ] White
- [ ] Coral

Upload a Reference Image of a Current Seasonal Arrangement (Optional)

Upload File

Loss Prevention & Security

Training on preventing theft, handling cash safely, and maintaining shop security.

Employee ID Number

Write something...

Review of Shop Security Protocols (Summary)

Write something...

Starting Cash Drawer Amount

Enter a number...

Ending Cash Drawer Amount

Enter a number...

Suspicious Activity Reported?

- [ ] Yes
- [ ] No

Details of Suspicious Activity (if applicable)

Write something...

Date of Last Security System Check

Enter date...

Employee Signature - Acknowledgment of Security Training

Wrap-Up & Assessment

Review of key concepts, Q&A session, and assessment of employee understanding.

Training Completion Score (out of 100)

Enter a number...

Areas for Improvement (Identified by Trainer)

Write something...

Employee Comments/Questions

Write something...

Overall Training Effectiveness (Employee Perspective)

- [ ] Excellent
- [ ] Good
- [ ] Fair
- [ ] Needs Improvement

Date of Assessment

Enter date...

Time of Assessment

Employee Signature

Trainer Signature